# Management review

### Definition

Management review is a review with regards to the data quality management system by top management.

### Notes

Management Review is not a topic in DAMA DMBOK, but it is related to data governance.

The term 'management review' refers to both the review process and the meeting in which the process takes place.

### Purpose

Purposes of management reviews are:

- Determine and evaluate the effectiveness of the data quality management system (DQMS)
- Determine the need for change and improvement
- Determine the suitability of the data quality policy and the data quality objectives.

### Life cycle

#### Inputs

Inputs to the management review are:

1. Minutes from previous management reviews
2. The data quality policy, data quality objectives and targets
3. Results of internal audits and external audits.
4. The extent to which data quality objectives and the numeric targets were met
5. Assessment of risk management actions
6. New or proposed legislation or regulations (context analysis)
7. External providers and suppliers' performance
8. Changing expectations/requirements of relevant stakeholders
9. Changes in strengths and weakenesses as well as threats and opportunies regarding data quality (context analysis)

| Phase | Activity |
|---|---|
| Plan | * Prepare inputs. |
| | * Plan data. |
| Do | * Conduct meeting. |
| | * Approve proposals. |
| | * Agree on actions. |

| Phase | Activity |
|---|---|
| | * Create minutes. |
| | * Publish minutes |
| Check | * Monitor actions. |
| | * Audit the procedure |
| | * Evaluate the procedure |
| Act | * Change procedure |

#### Outputs

Outputs of the management review are:

1. Process improvement actions (including preventive actions)
2. DQMS improvement actions
3. Data quality improvement actions
4. Resource provision actions
5. Revised business plans and budgets
6. Change data quality policy and data quality objectives
7. Management meeting minutes

### Characteristics and requirements

Characteristics and requirement of a Management Review are:

| Characteristic | Requirement |
|---|---|
| Periodicity | The management review is held periodically. At least annualy. |
| Completeness of the input | All inputs are adressed. |
| Completeness of the output | All outputs are adressed. |

### Relations

| | | |
|---|---|---|
| Management review | is subtype of | review |
| Management review | is element of a | management system |
| Management review | evaluates the effectiveness of the | management system |

### Questions

**Question**: Should a management review be held in a specific meeting? **Answer**: No, a management review can be part of a regular board meeting, but should be documented explicitly (separate minutes for example).

**Question**: Who should receive the minutes of the meeting? **Answer**: All action holders should be informed about the actions to be taken.

**Question**: Is a management review obligatory? **Answer**: It depends. A management review is obligatory if the organization wants to be certified for ISO 9001. Moreover, a management review makes management responsible for the DQMS, increases support within the organisation and

legitimacy of the DQMS. It is a proper element of a management system. So, it is highly recommended.

### References


- Management review explained [ISO 9001:2015]. (2021). ISO 9001, ISO 14001, ISO 45001 Quality Management Templates. https://www.iso-9001-checklist.co.uk/9.3-management-review-eur.htm
- (n.d.). ISO 9001, ISO 14001, ISO 45001 Quality Management Templates. https://www.iso-9001-checklist.co.uk/download/control-of-management-reviews-procedure-sample.pdf
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