

<b>Work instruction under SQM 3.1 Clause (ii)</b>	<b>DOCUMENTED PROCEDURE FOR MANAGEMENT REVIEW</b>
<b>Revision No.1</b>	
<b>Revision Date 18.11.2010</b>	

### **1.0 Purpose**

The purpose of this procedure is to ensure suitability, adequacy, efficiency and effectiveness of the Service Quality Management System by the Top Management.

### **2.0 Scope**

The scope of this procedure is to ensure continual improvement of SQMS.

### **3.0 Responsibility**

DG (Inspection) is responsible for Management Review at the apex level. Commissioner-Incharge is responsible for Management Review at the unit level.

### **4.0 Procedure**

The Management Review is carried out at unit level as well as at the apex level. The minutes and their recommendations of the Management Review Meeting at the unit level are being taken into account during the Management Review Meeting at the apex level.

4.1 **Frequency** – The frequency of Management Review at unit and apex level is every six months.

#### **4.2 Management Review Committee (MRC)**

**Apex Level** – Officers appointed by CBEC & of the Directorate General of Inspection are members of MRC.

**Unit Level** - Officers of the Commissionerate including process owners are members of the MRC at the unit level.

4.3 **Agenda** – To conduct the Management Review, an agenda shall be prepared and circulated to all members atleast seven days in advance indicating time and venue of the MRC Meeting. The agenda shall include the following:

- a) Follow-up actions from previous reviews
- b) Results of audit
- c) Customer feedback including results of customer satisfaction surveys
- d) Changing customer requirements
- e) Feedback from other stakeholders
- f) Extent to which objectives are achieved
- g) Status of preventive/corrective actions
- h) Review of processes performance and
- i) Recommendations for improvement

**Approved by: CBEC**

**Issued by: Directorate General of Inspection, Customs & Central Excise**

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4.4 **Conduct of MRC** – MRC meeting should be chaired by DGI at the apex level and the incharge Commissioner at the unit level. An officer shall present the agenda points in the meeting and all members are expected to participate and make presentation of their activities.

4.5 During the meeting, opportunity should be availed to bring improvements in the functioning of the CBEC.

4.6 **Minutes** - The output of the meeting shall be recorded preferably in the following format:

Sl. No.	Agenda Point	Decision Taken	Responsibility	Time Period

In the minutes of the meeting, decision and action related to following are invariably recorded:

- a) Improvement in service quality standards
- b)** Improvement in customer satisfaction
- c) Improvement in the management systems for service quality, citizens’ charter and complaints handling
- d) Resource needs