



**MANUAL  
ISSUANCE NO. 2**

**ISO 9001:2015**

# QUALITY MANUAL

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Section 9.0 **PERFORMANCE EVALUATION**  
9.3 **MANAGEMENT REVIEW**

Effectivity Date:

June 30, 2020

Subsection 9.3.2

Revision No.

10

## MANAGEMENT REVIEW INPUTS

### I. POLICY

**CORPORATE GUARANTEE (CG)** Management shall review the Quality System once a year during Management Review Meeting.

The Management of Corporate Guarantee reviews the quality management system at planned intervals to ensure its continuing implementation, suitability, adequacy, efficiency, and effectiveness. This review includes assessing opportunities for improvement and the need for change to the QMS including the Quality Policy Statement.

Inputs to the management review includes but not limited to information on:

- a) Follow-up actions from previous management reviews;
- b) Analysis of verification activities which may include:
  - Process performance and product conformity data;
  - Results of internal and external audits;
- c) Changes that could affect Quality Management System performance;
- d) Risk Management procedure. This includes internal and external issues, risk and opportunities;
- e) Reviewing results of systems updating activities.
- f) Review of communication activities, including Customer and consumer feedback from relevant interested parties, trends and individual incidents, as appropriate.
- g) Review of Quality Policy Statement;
- h) Progress against objectives and metrics;
- i) External provider and Outsourced performance evaluation;
- k) The effectiveness of actions taken to address risks and opportunities

The members of the Quality Council who will review the Quality System shall include the following:

- Chief Operating Officer
- Quality Council Members
- IQA Council
- Retail Sales Head
- Corporate Sales Head

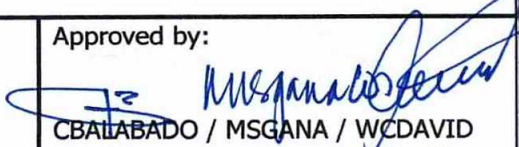
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Council Chairman / Deputy QCC



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Section 9.0 **PERFORMANCE EVALUATION**  
9.3 **MANAGEMENT REVIEW**

June 1, 2019

**ISO 9001:2015**

Subsection 9.3.2

Revision No.  
19

## **MANAGEMENT REVIEW INPUTS**

- Marketing Head
- Underwriting Head
- Claims Head
- Finance Head
- Metro Manila Branch Head
- Bulacan Branch Head
- North Luzon Area Head

The input data is presented in a manner that enables top management to relate the information to the stated business objectives.

## **II. APPLICATION**

CG's Management Team

## **II. REFERENCES**

Management Review Minutes of the Meeting  
Overall Quality Objectives  
Department Quality Objectives  
Suppliers/External Provider Evaluation/Audit  
External Audit Report  
Internal Quality Audit Report  
Customer Satisfaction Survey  
Customer Complaint  
Issued NCR from covered period of the latest IQA

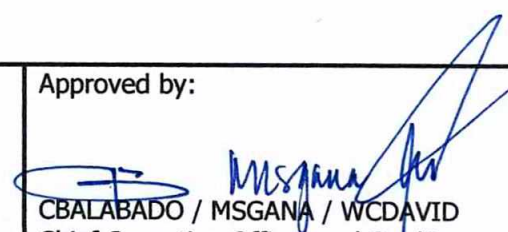
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Section 9.0 **PERFORMANCE EVALUATION**  
9.3 **MANAGEMENT REVIEW**

Effectivity Date:

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Revision No.

10

## **MANAGEMENT REVIEW OUTPUTS**

### **I. POLICY**

**CORPORATE GUARANTEE (CG)** Management shall review the Quality System once a year during Management Review Meeting.

The output from the management review procedure includes decisions and/or actions related to:

- a) Assurance to quality of packaged policy accomplished and processing of claims;
- b) Improvement of the effectiveness of the quality management system and its processes; including trends in:
  - Customer satisfaction and feedback from relevant interested parties;
  - The extent to which quality objectives have been met;
  - Process performance and conformity of products and services
  - Nonconformities and Corrective Actions;
  - Monitoring and Measurement results;
  - Audit results;
  - The performance of external providers
- c) Allocation of resources;
- d) Revisions of the Quality Policy Statement and related business objectives.
- e) Actions plans to manage quality, environment and safety risks and opportunities to the business;
- f) Action plans improve product and services related to customer requirements;
- g) Establishment of priorities for improvement opportunities.

The QMR prepares the management review schedule, which includes the detailed agenda to discussed and the assigned timekeeper and recorder for the meeting. He/She acts as the Moderator during the meeting. The management review schedule is presented to the Management Committee for concurrence and once agreed upon, the meeting proceeds as scheduled. Conduct of Management Review is tracked against the agreed plan. Agenda not discussed during a particular meeting will be included in the agenda of the next meeting.

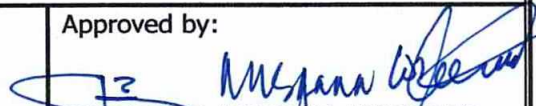
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9.3 **MANAGEMENT REVIEW**

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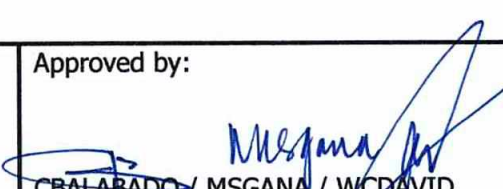
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