



**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 9.3.3

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.

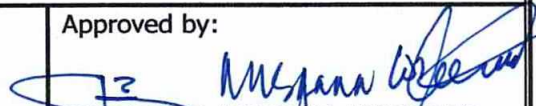
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QUALITY MANUAL

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

Effectivity Date:

June 1, 2019

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Subsection 9.3.3

Revision No.
19

MANAGEMENT REVIEW OUTPUTS

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

II. APPLICATION

CG's Management Team

III. REFERENCES

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

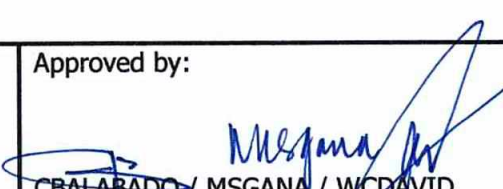
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