

**MEETING: EVALUATION BY MANAGEMENT**

**PARTICIPANTS:** Peter, Mary, John, Frank, Sandra, Mark

**PLACE:** FARM HOTEL AND SPA GLOBAL

**DATE AND DURATION:** January 10, 20YY from 09:00 to 12:00

**ITEMS COVERED:**

- 1. Result of internal and external audits;**
- 2. Customer or stakeholders' complaints;**
- 3. Risk regarding impartiality;**
- 4. Corrective and preventive actions;**
- 5. Follow-up to previous meetings;**
- 6. Changes to planned goals;**
- 7. Changes that may affect the quality management system**

**MINUTES OF THE MEETING**

- 1. Result of internal and external audits;**

The external audit is scheduled. The Certification Audit will be carried out during this year. It is preliminarily scheduled for 06/01/20YY.

The internal audit for 20YY is scheduled and the 20XX program has been successful. The internal auditors were John Souza and Mary Rodriguez.

- 2. Customer or stakeholders' complaints;**

No customer or stakeholder complaints were recorded

- 3. Risk regarding impartiality;**

Confidentiality and impartiality were assessed and there was no evidence of breach.

#### **4. Corrective and preventive actions;**

During the 20XX audits, 06 non-conformities and 04 observations were recorded, as indicated below. Corrective measures have been taken for non-conformities and improvements will be made to the observations.

NC 01 - Cleaning products purchased from supplier A. Silva Ltd., are not on the list of approved suppliers

NC 02 - 11/20 / 20V purchase order for horses was not found

NC 03 - The sales team does not know the Management Policy

NC 04 - The restaurant garbage sector was leaking liquids into the environment

NC 05 - The personal protective equipment established for the kitchen is not used.

NC 06 - Meat temperature control is not working

OBS 01 - The warehouse is disorganized and leaks when rain occurs

OBS 02 - Critical Analysis Meeting is poorly documented, because it does not record the output of the critical analysis, focusing only on the records of the analysis.

OBS 03 - The cleaning of the maintenance facilities is not good. There is oil on the floor.

OBS 04 - The personal protective equipment for use in electricity is old.

#### **5. Follow-up to previous meetings;**

There are no outstanding issues from previous meetings. This is the first management review meeting.

#### **6. Changes to planned goals;**

The 20XX goals have been fully met. There were no changes to the planned goals. The objectives were achieved.

#### **7. Changes that may affect the quality management system**

There were no significant changes that could affect the management system.