

MEETING: EVALUATION BY MANAGEMENT

PARTICIPANTS:

PLACE: FARM HOTEL AND SPA GLOBAL

DATE AND DURATION:

ITEMS COVERED:

- 1. Result of internal and external audits;**
- 2. Customer 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;**
- 2. Customer complaints;**
- 3. Risk regarding impartiality;**
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