**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;**
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**