	ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director		
PROCEDURE TITLE:	DOCUMENT NUMBER: ISO_5-6	REVISION LEVEL: Final Draft	REVISION DATE: 11/21/08	Approval: Managing Director
Management Review				

Purpose/Scope:

This procedure defines how management selects, tracks and uses performance data to drive business planning, continuous improvement and report on company performance. This procedure also outlines the management review process.

Responsibility:


The Washtenaw County Road Commission (WCRC) senior management is responsible for defining the key measures that will be used to measure company performance.

Department Managers are responsible for monitoring and reporting on the data relative to their respective areas of responsibility.

ISO 9001:2008 Reference: 5.6 - Management Review

Procedure:

- 1.0 WCRC will maintain a Business Operating System (BOS) to ensure that the key processes are monitored and managed to provide optimal performance.
- 2.0 The Managing Director and Department Directors shall provide periodic updates on the key measurements that provide primary indicators of performance as established by the Board of Road Commissioners. These measures or indicators include, but are not limited to, the following general categories:
 - County Road System Conditions
 - Customer Service
 - Human Resources
 - Operational Performance
 - Performance to Budget
 - Road Project Performance
 - Safety (External)
- 3.0 Performance data are actively collected, analyzed and used to drive planning and decision making. Data are made visible and shared with WCRC staff and employees to ensure they understand how their contributions affect road commission performance.
- 4.0 All WCRC management personnel are responsible for monitoring and tracking their assigned performance data pertaining to their respective areas of responsibility.

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- 5.0 The WCRC Managing Director meets with Department Directors and the appropriate support staff in accordance with ISO 5.5 to review the Business Operating System. The Managing Director provides a summary report of the organizations performance; Department Directors are responsible for reporting on the performance of their respective departments to their subordinates.
- 6.0 The reporting format consists of previous month's results, year-to-date trends and variance from plan. During these review meetings department directors are responsible for explaining variances or trends, actions to be taken to correct variances and projections on results of those actions.