Date: December 16, 2003

Topic: Management Review

Overview:
Siemens ICN is part of Siemens Corporation with approximately 15,000 employees. Corporate Quality organization reports into CEO of Siemens ICN (Information Communication Network) and is responsible for administration of Quality System, Registration and keeper of database.

How did you accomplish this topic during your implementation?
High-level Quality manual is established at corporate level defining high level policies and guidelines and is signed off by senior leadership team. Each business has their own quality manual with details for their respective organization. Company-wide management review is conducted once per year while management review at business level is conducted on a quarterly basis. Quality plans and goals are clearly defined using balanced scorecard process. Management review process complies with all requirements within TL 9000 standards.

What resources/tools/vendors were used to accomplish this task?
QMS manager have the Quality Management System responsibility and reports into VP of Corporate Quality. Management review meetings are administered by this organization. Quality system is published at web site including high-level corporate quality manual. Every employee has access to the web site for the information.

There are no specific tools/vendor utilized for the management review process.

Was there any benchmarking activity?
No.

What lead you to use this method?
TL 9000 requirements

What worked and what didn't work?
– Having senior management involvement and commitment is the key to successful implementation.

What recommendations do you have for others attempting to use your method?
Requirements for Management involvement and review are defined very clearly in TL 9000 standards. Organizations just need to follow them.
How did you measure the effectiveness of this method?
Achieved their TL 9000 registration goal. In addition, QMS met the need of the partner organization and team members. Customer satisfaction metrics, Scorecard as well as reduction in scrap, rework and field returns were the indicators of the success of the overall Quality Management System, which includes Management Review and involvement.