REVIEW MECHANISIM POLICY AND PROCEDURE

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1. General

Management shall review the "All Nations Outreach Christian Council" quality management system, at least once a year, to ensure its continuing suitability, adequacy and effectiveness. This review shall include assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives. Records from management reviews shall be maintained.

2. Review input

The input to management review shall include information on: -

a. results of quality audits,
b. customer/learner feedback,
c. process performance and product conformity,
d. status of preventive and corrective actions,
e. follow-up actions from previous management reviews,
f. changes that could affect the quality management system, and
g. Recommendations for improvement.

3. Review Output

The output from the management review shall include any decisions and actions related to: -

a. improvement of the effectiveness of the quality management system and its processes,
b. improvement of product related to customer/learner requirements, and
c. Resources needed.

4 Review of requirements related to services and/or products

All Nations Outreach Christian Council shall review the requirements related to services and/or products. This review shall be conducted prior to All Nations Bible Institution & Projects commitment to render services to the customer/learners (e.g. submission of tenders, acceptance of contracts or orders, acceptance of changes to contracts or orders) and shall ensure that

a. terms of reference for service delivery outcomes and requirements are defined,
b. contract or order requirements differing from those previously expressed are resolved, and
c. All Nations Outreach Christian Council as an organization has the ability to meet the defined requirements.

Records of the results of the review and actions arising from the review shall be maintained

Where the customer/learner provides no documented statement of requirement, the customer/learner requirements shall be confirmed by All Nations Outreach Christian Council before services are rendered.

Where terms of reference are changed, All Nations Outreach Christian Council shall ensure that relevant documents are amended and that relevant personnel are made aware of the changed requirements.

5. Design and Development Review

At suitable stages, systematic reviews of design and development shall be performed in accordance with planned arrangements

a. to evaluate the ability of the results of design and development to meet requirements, and
b. to identify any problems and propose necessary actions.

Participants in such reviews shall include representatives of functions concerned with the design and development stage(s) being reviewed and also the management for All Nations Outreach Christian Council. Records of the results of the reviews and any necessary actions shall be maintained.

6. Design and Development Verification

Verification shall be performed in accordance with planned arrangements to ensure that the design and development outputs have met the design and development input requirements. Records of the results of the verification and any necessary actions shall be maintained.

7. Design and Development Validation

Design and development validation shall be performed in accordance with planned arrangements to ensure that the resulting product/service is capable of meeting the requirements for the specified application or intended use, where known. Wherever practicable, validation shall be completed prior to the delivery or implementation of the product. Records of the results of validation and any necessary actions shall be maintained.

8. Improvement

8.1 Continual Improvement of the Organization

All Nations Outreach Christian Council shall continually improve the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review. To aid in ensuring the future of the organization and the satisfaction of interested parties, management shall continually create a culture which involves people actively seeking opportunities for improvement of performance in processes, activities and products.

To involve people, top management shall create an environment where authority is delegated so that people are empowered and accept responsibility to identify opportunities where the organization can improve its performance.

This shall be achieved by activities and processes such as:-

a. developing a business plan and setting of objectives for people, projects and the organization;
b. developing and monitoring a performance management system with objectives, performance measures, targets an performance standards for each individual
c. monitoring achievement of performance targets against set objectives and
d. benchmarking competitor performance and best practice against our own achievements
e. Schemes including timely reaction by management.

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To provide a structure for improvement activities, top management should define and implement a process for continual improvement that can be applied to realization and support processes and activities. To ensure the effectiveness and efficiency of the improvement process, consideration should be given to realization and support processes in terms of:

- ✓ effectiveness (such as outputs meeting requirements),
- ✓ efficiency (such as resources per unit in terms of time and money),
- ✓ external effects (such as statutory and regulatory change),
- ✓ potential weakness (such as lack of capability and consistency),
- ✓ the opportunity to employ better methods,
- ✓ control of planned and unplanned change, and
- ✓ Measurement of planned benefits.

Such a process for continual improvement should be used as a tool for improving the organization's internal effectiveness and efficiency, as well as to improve the satisfaction of customer/learners and other interested parties.

Management should support improvements in the form of small-step ongoing activities integral to existing processes as well as breakthrough opportunities, in order to gain maximum benefit for the organization and interested parties. Examples of inputs to support the improvement process include information derived from:

- ✓ validation data,
- ✓ process yield data
- ✓ test data,
- ✓ data from self-assessment,
- ✓ stated requirements and feedback from interested parties,
- ✓ experience of people in the organization,

- ✓ financial data,
- ✓ product performance data, and
- ✓ Service delivery data.

Management should ensure that product or process changes are approved, prioritized, planned, provisioned and controlled to satisfy interested party requirements and avoid exceeding the capability of the organization.

5.2 Corrective Action

All Nations Bible Institution & Projects shall take action to eliminate the cause of nonconformities in order to prevent recurrence. Corrective actions shall be appropriate to the effects of the nonconformities encountered.

A documented procedure shall be established to define requirements for: -

- ✓ reviewing nonconformities (including customer/learner complaints),
- ✓ determining the causes of nonconformities,
- ✓ evaluating the need for action to ensure that nonconformities do not recur,
- ✓ determining and implementing action needed,
- ✓ records of the results of action taken and
- ✓ Reviewing corrective action taken.

8.3 Preventive Action

All Nations Bible Institution & Projects shall determine action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions shall be appropriate to the effects of the potential problems.

A documented procedure shall be established to define requirements for:

a. determining potential nonconformities and their causes,
b. evaluating the need for action to prevent occurrence of nonconformities,

c. determining and implementing action needed,
d. records of results of action taken, and
e. Reviewing preventive action taken.

9. Amendments

Management deserves the right to amend this policy as it may deem fit from time to time.