# Management Review

**Present at the meeting were**

**1st February 2025**

## Introduction

The purpose of this management review is to ensure that NWF Facilities Ltd remains compliant with the COP 119 standard. This review assesses our current performance, identifies areas for improvement, and establishes actions to enhance our management system.

## Objectives

1. To evaluate the effectiveness of our management system.  
2. To ensure ongoing compliance with the COP 119 standard.  
3. To identify opportunities for improvement.  
4. To address any non-conformities and implement corrective actions.

## Agenda

1. Review of the Previous Meeting Minutes  
2. Evaluation of Performance Indicators  
3. Assessment of Compliance with COP 119 Standard  
4. Review of Internal and External Audit Results  
5. Non-Conformity and Corrective Actions  
6. Risk and Opportunity Management  
7. Customer Feedback and Satisfaction  
8. Employee Training and Competency  
9. Resource Requirements  
10. Establishment of Objectives for the Next Period  
11. Any Other Business

## 1. Review of the Previous Meeting Minutes

Summary: This is the first management review that has been conducted and therefore there are no previous meetings minutes to discuss.  
Actions: N/A

## 2. Evaluation of Performance Indicators

Key Performance Indicators (KPIs): Review KPIs related to quality, efficiency, and compliance.  
Results: We have reviewed our KPI’s that were set and compared it to our performance. The summary shows that all areas are being met and we will review in the next 3 months to ensure we are still meeting our targets and if there are any areas that need improvements..

## 3. Assessment of Compliance with COP 119 Standard

Compliance Status: Evaluate compliance with each requirement of the COP 119 standard.  
Audit Findings: All clauses of the cop 119 have been reviewed and the results and finding are that currently there are no non conformances found.

Action: no further actions at this time.

## 4. Review of Internal and External Audit Results

Internal Audits: Summarize results from internal audits.

Internal audits have started to be completed in line with our audit schedule, we are on track and will complete them each month.  
External Audits: No external audits have been completed as yet, we are waiting for our date for the COP 119 audit.   
Actions: Non at this time.

## 5. Non-Conformity and Corrective Actions

Non-Conformities: Non have been identified at this time as the system is still newly implemented and all aspect of the standard were considered before starting the system..  
Corrective Actions: N/A

## 6. Risk and Opportunity Management

Risk Assessment: The risk assessment process was reviewed with the current risk register.  
Opportunities: Identify and evaluate opportunities for improvement.  
Actions: No further actions at this time

## 7. Customer Feedback and Satisfaction

Feedback: All feedback received has been positive and this is from clients and staff through surveys, complaints, and face to face meetings.  
Satisfaction Levels: The customer satisfaction levels stands at high currently  
Actions. None at this time.

## 8. Employee Training and Competency

Training Programs: The training has been reviewed and stands as effective and in line with the industry requirements.  
  
Actions: No further action required.

## 9. Resource Requirements

Resource Review: We have reviewed ou resources and found them adequate, including personnel, equipment, and infrastructure.  
Actions: None at this time.

## 10. Establishment of Objectives for the Next Period

Objectives: Set objectives for the next period, aligned with the COP 119 standard and company goals.  
Targets: Define specific, measurable, achievable, relevant, and time-bound (SMART) targets for each objective.

## 11. Any Other Business

We will look at applying for ACS in 12 months’ time and will start working toward that over the next year.

## Conclusion

The management review concluded with a commitment to address the identified issues and opportunities. The next management review meeting is scheduled for 1st February 2026