



INSTITUTE OF ENGINEERING TECHNOLOGY
MARINE ENGINEERING DIVISION

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5.0 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

The top Management of MED hold the overall responsibility to develop, implement and continually improve the QMS by;

- a. Communicating to the employees that the importance of meeting customer as well as statutory and regulatory requirements.
- b. Establishing the quality policy and
- c. Ensuring that quality objectives are established;
- d. Conducting management reviews at least once in six months
- e. Ensuring availability of necessary resources

REFERENCE

- 5.3 of Quality Manual
- Appendix-02-Process Monitoring Table
- Management Review Minutes



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5.2 CUSTOMER FOCUS

The top management of MED is committed to ensure that customer requirements are identified as per the requirements stated in 7.2.1 and relevant actions are taken to enhance customer satisfaction as per the requirements stated in 8.2.1 of this QM. A customer survey is conducted annually by giving a questionnaire called Customer Feedback Form and actions are taken to enhance the customer satisfaction.

The relevant statutory and regulatory requirements are also taken into consideration in determining customer needs and expectations.

REFERENCE

- Customer Complaint Register
- Customer Feedback Form [Student, industry, end user]
- Syllabus



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5.3 QUALITY POLICY

“We at Marine Division of Institute of Engineering Technology - Katunayake always strive to develop our students to meet the latest needs of the maritime industry by providing them all required facilities and knowledge. In order to meet this endeavour we continually upgrade the curriculum, skills of staff and internal systems’.

We are committed to maintain a Quality Management System, which complies with the requirements of ISO 9001:2008 International Standard, and subject to Continual Improvement while obliging to all relevant legal & other legislations.

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D/P

This policy has been communicated to all employees, and is displayed within the organization’s premises. It is reviewed periodically by the top management along with the quality objectives at Management review meetings, to ensure continual improvement of the QMS.



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5.4. PLANNING

5.4.1 OBJECTIVES

MED has established quality objectives, including those needed to meet requirements for product at relevant functions and levels as referred in Appendix – 02 of the Process Monitoring Table. The quality objectives are measurable and consistent with the quality policy.

REFERENCE

- Appendix-02-Process Monitoring Table

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

The top management of MED ensures that

- a) The planning of the quality management system is carried out in order to meet the requirements given in 4.1 as well as the quality objectives, and
- b) The integrity of the QMS is maintained when changes to the QMS are planned and implemented

REFERENCE

- Appendix-02-Process Monitoring Table
- Management Review Minutes



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5.5. RESPONSIBILITY, AUTHORITY & COMMUNICATION

5.5.1 RESPONSIBILITY AND AUTHORITY

The top management of MED has ensured that responsibilities and authorities are defined and communicated within the organization. The Organizational Structure shows the responsibilities of all managers, with the authority to fulfil customer requirements. Responsibilities and authorities of each category of employees are defined in their Job descriptions. The management reviews these as and when necessary.

REFERENCE

- Appendix-03-Organizational Structure
- Job Descriptions

5.5.2 MANAGEMENT REPRESENTATIVE

The top management of MED has appointed the Deputy Principal – Industrial Training, as the Management Representative with responsibility and authority for implementing and maintaining the Quality Management System in compliance with the requirements of the ISO 9001: 2008 standard. In the absence of the Management Representative, HOD (Marine) will act as Management Representative.

The responsibility and authority of the MR includes;

- a) Ensuring that processes needed for the QMS as detailed in the Process map, are established, implemented and maintained.
- b) Reporting to the top management on the performance of the QMS and any need for improvement,
- c) Ensuring the promotion of awareness of customer requirements throughout the organization.
- d) Liaising with external parties on matters relating to QMS.

REFERENCE

- Appendix-01-Process Map
- Management Review Minutes



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5.5.3 INTERNAL COMMUNICATION

The management of MED is committed to ensure that appropriate communication processes are established either verbally, through meetings and **email** or by memos, within the organization and communication takes place regarding the effectiveness of the QMS.

5.6 MANAGEMENT REVIEW

5.6.1 GENERAL

The management of MED is committed to review the organization's QMS at planned intervals (**Once in six months**) and ensure its continuing suitability, adequacy and effectiveness. This review includes assessing opportunities for improvement and the need for changes to the QMS, including the quality policy and quality objectives. Records of these reviews are maintained.

5.6.2 REVIEW INPUT

The input to management review has to include information on: -

- a) Results of audits,
- b) Customer feedback (including complaints),
- c) Process performance and service, product conformity,
- d) Status of preventive and corrective actions,
- e) Follow-up actions from previous management reviews,
- f) Changes that could affect the QMS, and
- g) Recommendations for improvement including future business strategies.

REFERENCE

- Agenda of the Management Review Meeting



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5.6.3. REVIEW OUTPUT

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

- a) Improvement of the effectiveness of the Quality Management System and its processes,
- b) Improvement of product, service related to customer requirements, and
- c) Resource needs.

REFERENCE

- Appendix-02-Process Monitoring Table
- Management Review Minutes
- Agenda of the Management Review Meeting
- Annual Purchases