



# Management Review Meeting Minutes

Agenda Items	Minutes/Action Items			
Follow up actions from previous management review	Discussion: No Follow up needed			
	Resources Needed:			
	Action Item	Responsibility	Due	Status
	NA			
	NA			
Customer Satisfaction Data & Feed Back	Discussion: Customer Surveys Feedback. Obtain more evidence to be able to trend the results.			
	Resources Needed:			
	Action Item	Responsibility	Due	Status
	Request Clients to Fill the Customer Surveys in Person	Customer Service	Feb 27, 2026	Open
	Request Clients to Fill the Customer Surveys in Person	Shipping & receiving	Feb 27, 2026	Open
Status of CAR's	Discussion: CAR # 10096 Open. Discrepancies with the Manufacturer Description.			
	Resources Needed:			
	Action Item	Responsibility	Due	Status
	Correct the error in the Manufacturer Description since 2019 Certificates.	QA	Feb 27, 2026	Open
	Send the corrected certificates to the client.	QA	Feb 27, 2026	Open
Status of PAR's	Discussion: PAR #0041 Open. Due Diligence Checks need a final follow up to ensure that Preventive Action is working.			
	Resources Needed:			
	Action Item	Responsibility	Due	Status
	Follow up to Due Diligence Check the first week of March.	QA	March 6, 2026	Open
Internal/External Audit Results	Discussion: Complete the IAS 17025 Requirements for the audit on March, 11 & 12.			
	Resources Needed			
	Action Item	Responsibility	Due	Status

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	Complete the documents requirements for IAS in collaboration with Operations Manager and Lab Manager	QA	Feb 27, 2026	Open
Suitability of policies and procedures	Discussion:			
	Decision rule statement needs to be published for Audit purposes. Although we have an statement in every accredited certificate, the statement needs to be physically visualized.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	Create/edit the decision rule statement.	QA	Feb 27, 2026	Open
	Print and frame the statement where the clients can have access to it.	QA	Feb 27, 2026	Open
Other	Discussion:			
	NA			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	
Quality Policy Review	Discussion:			
	No further Actions needed.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	
Supplier Review	Discussion:			
	SML does not use any formal supplier to provide a service			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	
Quality Objectives Review	Discussion:			

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	Resources Needed			
	Action Item	Responsibility	Due	Status
Planning for expected changes in work load.	Discussion: Workload is expected to change with the new addition of two employees. Sales and Finance Positions was been filed on Feb 23th, 2026.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	NA
Results of inter laboratory comparisons/proficiency tests	Discussion: Proficiency Tests have been submitted and SML is waiting for results.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	Make a Risk assessment based on prior Proficiency Tests Results.			
Customer Complaints & Resolution	Discussion: No Customer Complaints open. SCAR 1063 was closed on February 5, 2026. By Kristy Lynn from LLNL.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	NA
Departmental reporting /Management & supervisors	Discussion: NA			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	NA

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Training Requirements upcoming.	Discussion: Training Matrix updated for new employees. Annual performance reviews will be implemented for all employees as part of their training program.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	Add a column for "Annual Review" on the Training Matrix Format.	QA	February 27, 2026	NA
	NA	NA	NA	NA
Corrective Action Process	Discussion: No further actions.			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	NA
Non-Conforming Work	Discussion: No further actions			
	Resources Needed			
	Action Item	Responsibility	Due	Status
	NA	NA	NA	NA
	NA	NA	NA	NA