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| Date |  |
| Attendees |  |

**AGENDA**

1. Noise Policy Review (Annually)
2. Environmental Policy Review
3. Quality Policy Review (Annually)
4. Safety Policy Review (Annually)
5. Corrective Actions/Quality Improvement Register Review (6 Monthly)
6. Quality/Performance Indicators Analysed: (3 Monthly)

* Customer complaints
* Customer recommendations
* New customers gained
* Staff concerns/suggestions
* Safety Concerns
* Operational Concerns/Improvements
* Defect and Incident reports
* Audit findings external
* Audit findings internal
* Financial results
* Monthly tonnage spread
* Hazard IDs
* Insurance claims
* Maintenance errors

1. Internal Audits Review (6 Monthly)
2. SOP’s Review
3. Flight and Duty Review
4. Risk Assessment Post Control Effectiveness Review (6 Monthly)
5. Review of Manuals (One section at a time)
6. Emergency Response Plan Tested (Annually)
7. Flight Following Review
8. General Business

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| **Action** | **Person Responsible** | **Next Review Due** |
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| 2. |  |  |
| 3. |  |  |
| 4. |  |  |
| 5. |  |  |
| 6. Quality Indicators: |  |  |
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