3. Client complains and feedback

4. Performance review against requirements of Quality Policy and Objectives

5. Process performance & product conformance

6. Process / Product potential non-conformities and corrective /preventive actions including their status

7. Resource requirements

8. Changes that may affect QMS and the need for changes to QMS including those to Quality Policy and Objectives

9. Vendor's performance

10. Opportunities / Recommendations for improvement

11. Any other matter relating to QMS and to CONTRACTOR

Minutes of Management Review Meetings shall be recorded and maintained.

4.15.2 Review Output

The output of management review includes any decisions and actions related to:

1. Improvement of effectiveness of QMS and its processes

2. Improvement of products / services related to client requirements

3. Resource needs

The Project Manager shall record the proceedings of management review meeting in the management review report and responsible for its distribution to Al Faniah top management and all concerned.

4.16 Project Quality Key Performance Indicators:

Al Faniah established Project Quality Key Performance Indicators (KPIs) to check, control and improve its performance during all the project phases and form the basis for the Contractor performance improvement.