Administrative Change Management

Version	Date	Approved By	Summary of Changes
01	6/4/2026	Wesley King	Initial Release

1 Introduction

Our ISO quality management system (QMS) needs to be reviewed at planned intervals to ensure their continuing suitability, adequacy, effectiveness, and alignment with our strategic direction.

Performance monitoring and measurement and continuous improvement initiatives are incorporated in our work practices. In addition to product and service delivery monitoring and measuring, we also include monitoring and measuring of progress toward achievement of our quality, service management, risk treatment and continuous improvement initiatives.

2 Scope

The scope of this procedure includes monitoring and measuring our progress toward the accomplishment of our quality objectives, risk and opportunity analysis, internal audits, nonconformance and corrective actions, and continuous improvement of our management systems; as well as performance monitoring and measuring of:

- Customer Satisfaction / Google Reviews
- Product and Service Conformity
- Process Performance
- Website / Marketing
- Community feedback

3 Responsibility

Top management is responsible for ensuring that our ISO quality management system is performing appropriately and that plans for accomplishing risk mitigation, continuous improvement and corrective actions are prepared, their execution monitored, and results attained.

4 Procedure

- Determine what needs to be monitored and measured as indicators of the company's management systems' performance.
- Implement appropriate monitoring and measuring practices.
- Collect performance data and present the results at the management systems' review meetings.
- Utilize management review meetings to determine the overall performance of the company's management system, and customer satisfaction, and initiate continual improvement initiatives consistent with the company's continual improvement culture.

5. Related Documentation

QMS REC 01 Risk and Opportunity Register
QMS REC 02 Quality Objectives
QMS REC 04 / 05 Internal Audit Schedule & Reports
QMS REC 07 Non-Conformance and Corrective Action Report
QMS REC 15 External Provider Log