**إجتماع مراجعة الإدارة**

**MANAGEMENT REVIEW MEETING**

**التاريخ: ...................................................................... Date:**

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| **الحضور: Attendance:** | **(√ / x)** |
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| **مواضيع الاجتماع** **Meeting Agenda** |
| **1. مدى ملائمة سياسة الجودة: 1. Suitability of Quality Policy:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2. نتائج التدقيق الداخلي: 2. Internal Audit Results:**  **1.2 نتائج التدقيق الداخلي: 2.1 Internal Audit Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.2 الإجراء اللازم اتخاذه 2.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................ |

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| **3. تحليل شكاوي واقتراحات الزبائن: 3. Analysis of Customer Complaints and Suggestions:**  **1.3 نتائج الاجتماع : 3.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.3 الإجراء اللازم اتخاذه 3.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **4. نتائج استبيان رضى الزبائن: 4. Customer Satisfaction Survey Results:**  **1.4 نتائج الاجتماع : 4.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.4 الإجراء اللازم اتخاذه 4.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................ |

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| **5. نتائج تحليل البيانات والفعالية العامة: 5. General Performance and Data Analysis Results:**  **1.5 نتائج الاجتماع : 5.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.5 الإجراء اللازم اتخاذه 5.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **6. حالة أهداف الجودة: 6. Quality Objectives Status:**  **1.6 نتائج الاجتماع : 6.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.6 الإجراء اللازم اتخاذه 6.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................ |

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| **7. نتائج الإجراءات التصحيحية والوقائية وحالتها: 7. Corrective and Preventive Actions Status and Results:**  **1.7 نتائج الاجتماع : 7.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.7 الإجراء اللازم اتخاذه 7.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **8. الاحتياجات التدريبية والموارد المتاحة: 8. Resource Provision and Training Needs:**  **1.8 نتائج الاجتماع : 7.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.8 الإجراء اللازم اتخاذه 8.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................ |
| **9. متابعة إجراءات التحسين الصادرة عن الاجتماع السابق: 9. Follow-Up Improvement Actions from Previous Management Reviews:**  **1.9 نتائج الاجتماع : 9.1 Meeting Results:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **2.9 الإجراء اللازم اتخاذه 9.2 Required Actions:**  **الإطار الزمني:** ........................................................ **Time Frame:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **10. تطوير ومتابعة نظام إدارة الجودة: 10. Maintainability and Continuity of the Quality Management System:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  **11. التوصـــيـــات 11. Recommendations:**  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................  ............................................................................................................................................................................................................................ |
| **مصادقة ممثل الإدارة للجودة Approval of Quality Management Representative:**  **التاريخ**:...................................................................................................................................................................... **Date:** |