

Management Review & Cont. Improvement

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What is management review?



- A regular and systematic review of the performance of your Pipeline Safety Management System
 - Critical evaluation of performance of programs/processes/procedures
 - Ask yourself, are programs/processes/procedures performing as intended and producing the desired results as efficiently as possible?
 - Identify opportunities for improvement
 - Plan for the future
- Management review is not a new concept
 - Used widely in other industries using quality management programs & standards (ISO 9001, ISO 14001)
- *Don't reinvent the wheel - Google is your friend!*

How to get started?

- Start by defining who will participate
 - Top Management (for annual review)
 - Management (for periodic reviews)
 - Element owners
- Decision on schedule (i.e. monthly, quarterly, bi-annually, etc.)
- Define frequency of element review
 - All 10 elements every time or specific schedule?
- Define content of review
 - Process performance
 - What is new, what has changed?
 - Corrective and preventive actions
- Have process for documenting review
- Have process for tracking action items generated from review

What to review?

Process performance

- How has the core process performed? Include things you are doing well.
- Are targets/objectives being reached and maintained?
- Are you working on the right things?
- Have failures occurred? If so, where?
- Does the process align strategically with business objectives?
- Internal & External audit results
 - Number of audit findings
 - Current status
 - Trends in audit findings
- Legal compliance
 - Is your organization complying with all applicable requirements?
- Key Performance Indicators (KPIs)
 - Use data to support performance!



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What to review?

What is new, what has changed?

- Are there any changes that can affect the effectiveness of the program?
Examples include:
 - Staff changes
 - New projects
 - Strategic direction of company
 - New standards/regulations
 - Efficiency improvements
 - Technology
- What actions/decisions need to be taken?



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What to review?

Corrective and preventive actions

- Think of this as things your organization can do better.
- What corrective/preventive actions have been recently implemented or are currently being worked on?
- Are there items of concern not receiving proper attention?
- Are resources available to implement corrective/preventive actions?
- Trends in corrective/preventive actions
- If making recommendations for improvement or corrective actions, provide:

Individual responsible

Resources needed

Target date for completion



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THANK YOU!

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