



# The Management Review Handbook

*Denise Robitaille*

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## **The Management Review Handbook** Denise Robitaille

If the term "management review" conjures up visions of a wasteful and burdensome ordeal, The Management Review Handbook is just what you need to add value to your review process. The Management Review Handbook provides managers with a simple explanation of how to effectively document, implement, and maintain a management review process.

Denise Robitaille's book is an excellent guide to management review for anyone involved in the process. The book's precepts hold true for any size company across a wide spectrum of industries and organizations. The tools found in the handbook can be used by top management, ISO 9001 coordinators, production supervisors, customer service managers, quality technicians, or anyone else involved in the management review process.

Plus, the book includes sample forms that aid in the management review process. They include:

- \* Management review agenda
- \* Data analysis planning worksheet
- \* Action item checklist
- \* Customer contact form

## About the Author

Denise Robitaille is the author of numerous books on various quality topics. She is an internationally recognized speaker who brings years of experience in business and industry to her work in the quality profession. Denise is a member of U.S. TAG to ISO/TC 176, the committee responsible for updating the ISO 9000 family of standards. She is also a RABQSA certified lead assessor, an ASQ Certified Quality Auditor, and a senior member of ASQ.

Denise's books include: The Corrective Action Handbook, The Management Review Handbook, The Preventive Action Handbook, Root Cause Analysis: Basic Tools and Techniques, Document Control and Managing Supplier-Related Processes. She is a regular columnist for The Auditor newsletter and is the author of numerous articles.

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