LEADERSHIP REVIEW PROCESS

Operations Compliance Administration

Business Plan
Internal Audit Results
KPI/SLA Results
Health, Safety & Environmental Performance
Customer Opinion Survey
Staff Opinion Surveys
External Resource Performance
Non-compliance Results
Objectives and Critical Success Factors
Risks and Opportunities

Organize periodic surveys for customers, staff and other interested parties. Ensure internal compliance processes are being adhered too through internal audits.

Leadership Team

Determine frequency of meetings. Monthly, weekly and annual. Determine inputs to each meeting and intended outcomes from the review meetings

Plan meetings to ensure that inputs are available for reviews and for monthly reporting.

Conduct review meetings in accordance with appropriate agenda/instructions. Discuss issues, opportunities for improvement, risks to the business and anything else relevant

Write reports, establish actions and benchmark results where possible. Share action plans with relevant personnel.

Security Officers, Admin Staff & Supervision

Share results with staff and other interested parties, Communicate findings, actions and future plans. Send out periodic newsletter

Strategic Planning

Knowledge/Information

Results and Feedback

Review Agendas & Invites

Record

Compliance Calendar

Newsletters

Review Minutes Action Plans

Timeline

Weekly, Monthly, Annually

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