

# MANAGEMENT MEETING ISO 9001

## **Present:**

Gerry Mac Namara  
Niamh Mooney  
Louise Naughton

**Date:** 18<sup>th</sup> April 08

## **Minutes:**

### **Minutes of previous meetings**

Gerry has met with Clinical Engineering a number of times recently to discuss Asset numbers and clinical engineering backlogs. Gerry has the minutes of these meetings on file.

### **SGS Last Audit report findings**

There is a re certification audit due by SGS to take place in 2009.

**1. Fire Safety:** Monthly checks for fire maintenance procedure now revised by Niamh. Procedure number 208.

**Action:** Louise to work with Niamh to put these documents into the standard ISO format.

**Agreed Completion Date:** 30th June 08

**2. Drawing Office:** The Drawing office decided to flow chart out the operations. This flow chart will be examined at our next ISO Management Meeting.

**Action:** Drawing office to draft flow chart of drawings room operations for the next Meeting.

**Agreed Completion Date:** June 2008

### **3. Customer Feedback/ Comments**

It was decided at the meeting that the way Customer Feedback will be collected in future is when a project is completed, the person in charge of the project will contact the Customer and collect and document information relating to the overall satisfaction of the job. This information will be forwarded to Niamh for filing in a folder and subsequently used at the Management Review Meeting.

**Action:** Louise to revise the Quality Manual and change the procedure in relation to Customer Feedback to reflect the new practice. Louise to work with Niamh to put these documents into the standard ISO format.

**Agreed** Completion Date: 30th June 08

**4. Clinical engineering** – backlog of work, Gerry to meet with Bernard to discuss and minute meeting.

**Action:** Gerry to meet with Bernard and discuss issues. Minutes of the meeting to be documented.

**Agreed** Completion Date: 30th June 08

## **5. Monthly ISO Meetings**

**These meetings have started. Gerry has already had meetings with Bernard Ryan.**

**Action:** Monthly ISO meetings to continue.

**Agreed** Completion Date: Started April 08

## **6. Design and Development**

**Action:** Louise to review Quality Manual to refer to drawing office.

**Agreed** Completion Date: 30<sup>th</sup> June 2008

## **CAR REVIEW**

**CAR No 5** – Regional Hospital – lack of space,

**Action:** Gerry to follow up, submission for capital plan

**Agreed** Completion Date: 30<sup>th</sup> June 2008

**CAR No 17,18,19** – **Liam Keehan Ennis**

**Action:** Procedure on going see plan attached.

**Agreed** Completion Date: 30<sup>th</sup> June 2008

**CAR No 31** – **Drawing Office**

(Procedure/ flow chart being developed see separate section of these minutes)

## **INTERNAL AUDITS**

### **Customer Feedback/ Comments**

It was decided at the meeting that the way Customer Feedback will be collected in future is when a project is completed, the person in charge of the project will contact the Customer and collect and document information relating to the overall satisfaction of the job. This information will be forwarded to Niamh for filing in a folder and subsequently used at the Management Review Meeting.

**Action:** Louise to revise the Quality Manual and change the procedure in relation to Customer Feedback to reflect the new practice. Louise to work with Niamh to put these documents into the standard ISO format.

**Agreed** Completion Date: 30th June 08

### **Management Review (Yearly) Meeting**

**Action:** Next Management Review meeting is due April/ May 2008

**Agreed** Completion Date: June 2008

## **TIPPERARY AND CLARE TECHNICAL SERVICES**

At this meeting we planned to visit Clare and Tipperary to monitor progress on there procedure development. These visits were planned for May 08.

**Action:** Louise and Gerry to visit Tipperary and Clare to monitor progress on procedures. See last meeting minutes in Clare and Tipperary.

**Agreed** Completion Date: End May 2008

## **NEW/ REVISED PROCEDURES**

Monthly checks for fire maintenance procedure now revised by Niamh. Procedure number 208.

Bernard Ryan also has a new draft procedure for Decommissioning Policy.

Gerry to provide Niamh with the following new procedures for inclusion into the ISO system:

- Showerhead protocol
- Hygiene Policy
- Frequency of inspection of the water systems

Clare and Tipperary Technical services have also supplied new procedures for inclusion into the ISO system.

**Action:** Louise to work with Niamh to put these documents into the standard ISO format.

**Agreed** Completion Date: 30th June 08

## **NEW REGULATIONS/ STANDARDS/ EU/ GOVERNMENT**

Gerry was at a national meeting on a draft procedure for waste disposal.

**Action:** Gerry to update us at the next meeting with regard to this new draft.

**Agreed** Completion Date: None

Clinical engineering have decided to go and implement ISO 13485. This project is due to start next month.

**Action:** Louise to work with Bernard Ryan on ISO 13485 implementation.

**Agreed** Completion Date: December 2008

## **OBJECTIVES AND TARGETS**

### **Measure of projects completed**

**Action:** John and Margaret to email Gerry of Review of jobs on going.

**Agreed** Completion Date: June 08

### **Introduction of new/ revised procedures**

(See separate section in this report)

### **New Standards etc.**

(See separate section in this report)

# **ISO MEETING**

## **TECHNICAL SERVICES – CLARE MAINTENANCE**

**PRESENT:** LIAM KEEHAN  
GERRY MAC NAMARA  
NIAMH MOONEY  
LOUISE NAUGHTON

**SUBJECT:** TO DISCUSS WORK FOLLOWING THE INTERNAL  
AUDIT IN MAINTENANCE IN ENNIS ON 12<sup>TH</sup>  
FEBRUARY 2008.

**DATE:** 12<sup>TH</sup> FEBRUARY 2008

### **WORK TO BE DONE BY LIAM KEEHAN:**

1. MAINTENANCE REQUEST PROCEDURE TO BE DRAFTED BY 12<sup>TH</sup> MARCH 2008
2. CONTRACTS DAY LABOUR PROCEDURE – OUTSOURCING PLUMBERS, ELECTRICIANS ETC TO BE DRAFTED BY 12<sup>TH</sup> MARCH 2008.
3. TRAINING PROCEDURES TO BE DRAFTED TO INCLUDE TRAINING RECORDS, VERSATILITY CHARTS, TRAINING PLAN BY THE 12<sup>TH</sup> MARCH 2008.

LOUISE NAUGHTON WILL VISIT ENNIS END MARCH TO REVIEW  
PROGRESS OF THESE PROCEDURES.

## **ISO MEETING TECHNICAL SERVICES - TIPPERARY**

**PRESENT:** JIM  
HELEN  
PHILIP  
GERRY  
NIAMH  
LOUISE

**SUBJECT:** TO DISCUSS WORK FOLLOWING THE INTERNAL  
AUDIT IN MAINTENANCE IN TIPPERARY ON 7<sup>TH</sup>  
FEBRUARY 2008

**DATE:** 7<sup>TH</sup> FEBRUARY 2008

### **WORK TO BE DONE BY JIM:**

4. MAINTENANCE REQUEST PROCEDURE TO BE DRAFTED BY JUNE 2008
5. CONTINGENCY PLAN TO BE DEVELOPED BASED ON LIMERICK VERSION BY JUNE 2008.
6. .ASSET REGISTER TO BE UPDATED BY JUNE 2008.

LOUISE NAUGHTON WILL VISIT ENNIS END APRIL 2008 TO REVIEW  
PROGRESS OF THESE PROCEDURES.