



# MANAGEMENT REVIEW

## STANDARD ENVIRONMENTAL OPERATING PROCEDURE

**WASTE  
REDUCTION  
& DISPOSAL  
DIVISION**

### ISO 14001- 4.6.0

## 1.0 PURPOSE AND SCOPE

1.1 The purpose of this procedure is to define the minimum requirements for conducting annual, independent management reviews of the ISO 14001-based environmental management system (EMS) established for the City of San Diego's Environmental Services Department (ESD) Waste Reduction and Disposal Division (WRAD).

## 2.0 DEFINITIONS

**Management reviews** - are defined as comprehensive annual evaluations performed by, or at the direction of, the WRAD Deputy Director in order to determine the adequacy of:

- the WRAD's environmental policy,
- current environmental objectives and targets relative to the WRAD's overall policy goals, and
- the overall effectiveness of the EMS in facilitating the achievement of environmental policy goals and specific environmental objectives.

Management reviews should not be confused with internal EMS audits (see WRAD-SEOP 4.5.5, "Internal Audits") or third-party ISO 14001 EMS registration and surveillance audits. However, management reviews should consider the results of recent internal and third-party EMS audits, along with:

- the extent to which objectives and targets have been met,
- changing operational or regulatory conditions,
- the concerns of interested parties, and
- future needs or other external factors which may affect the necessary structure and content of WRAD's EMS.

**Interested party** - is defined as any individual or group concerned with, interested in, or potentially affected by the environmental performance of the WRAD. Examples of interested parties may include: regulatory agencies or authorities, community groups, environmental organizations, the press, employee organizations, and Division personnel.

## 3.0 RESPONSIBILITY AND AUTHORITY

3.1 Deputy Director-WRAD - The WRAD Deputy Director is responsible for performing or supervising the performance of independent, documented, annual management reviews of WRAD's EMS, as described in this procedure.

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3.2 Environmental Management Representative - The Environmental Management Representative (EMR) is responsible for assisting the WRAD Deputy Director or his designee in the performance of management reviews by providing audit reports, environmental performance data summaries, environmental communications records, third party audit correspondence, or other requested information. The EMR is also responsible for the planning and execution of any mandatory action items that may be established as a result of the management review.

#### **4.0 PROCEDURE**

The management review process is described in the following steps and is summarized as a flowchart in Figure 1:

4.1 Management reviews shall be performed, at least annually, by designated management representatives under the supervision of the WRAD Deputy Director. Management reviews may be focused on one or more elements of the WRAD's EMS, or may be more comprehensive in scope, but at a minimum must consider:

- the results of any corrective action compliance verifications, internal EMS audits, or third-party registration audits or surveillances,
- the extent to which WRAD's environmental objectives and targets have been met (see WRAD SEOP 4.3.3, "Objectives and Targets"),
- the adequacy of the WRAD's EMS in relation to changing operational needs or regulatory permit conditions, process changes, new ESD or City environmental policy directives, or other factors, and
- the potential concerns of interested parties, as indicated by recent environmental communications records (See WRAD-SEOP 4.4.3., "Communication").

4.2 The management review may be conducted through direct observations, interviews and discussions with WRAD staff, contacts with interested parties, evaluation of environmental records, or any combination of methods deemed appropriate by the Deputy Director or his designee. The EMR shall provide the designated reviewer copies of any requested information items as necessary to support a review with the desired scope and level of detail.

4.3 The designated reviewer shall prepare a Management Review Report (MRR) in standard memorandum format that documents the results of the review and identifies any specific suggestions for improvement or mandatory action items. The report shall be presented to the WRAD Deputy Director for review and comments. Comments shall be incorporated as appropriate.

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4.4 The designated reviewer and the WRAD Deputy Director shall discuss the results of the management review with the EMR. Where mandatory action items are identified, a timetable shall be agreed upon for completion. The EMR may issue internal memoranda or Corrective/Preventive Action Requests (C/PARs) as necessary to direct or control the completion of any mandatory action items. When such action items have been resolved, the EMR shall advise the WRAD Deputy Director in a brief memorandum.

4.5 Completed management review documents shall be routed to the environmental management records system in compliance with Section 5.3 of the WRAD EMS-Manual. At a minimum, management review records shall include a list of the reference materials evaluated in the review, the final MRR, any C/PARs or memos issued to control action item completion, and the final memorandum documenting the resolution of any mandatory action items.

## 5.0 REFERENCES

EMS Manual Section 2, “Environmental Policy”, Section 3.3, “Objectives and Targets”, Section 5.3, “Records”, Section 5.4, “Environmental Management Systems Audits” and Section 6, “Management Review”.

WRAD-SEOP 4.3.3, “Objectives, Targets and Programs”.  
WRAD-SEOP 4.4.3, “Communication”.  
WRAD-SEOP 4.5.4, “Control of Records”.  
WRAD-SEOP 4.5.3, “Corrective and Preventive Action”.  
WRAD-SEOP 4.5.5, “Internal Audits”.

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*The on-line version located on the WRAD EMS Website is the control document. Controlled hardcopies will be identified by a “Controlled Copy” stamp (in red). All other hard copies are uncontrolled. For all hardcopy versions verify revision level status on-line or contact the EMR.*

**MANAGEMENT REVIEW PROCESS**  
(WRAD-SEOP 4.6.0)

C/PAR-Corrective & Preventive Action Request  
 EMS-M-Environmental Management System Manual  
 MRR-Management Review Report  
 EMR-Environmental Management Representative  
 ESD- Environmental Services Department  
 DCG-Document Control Group

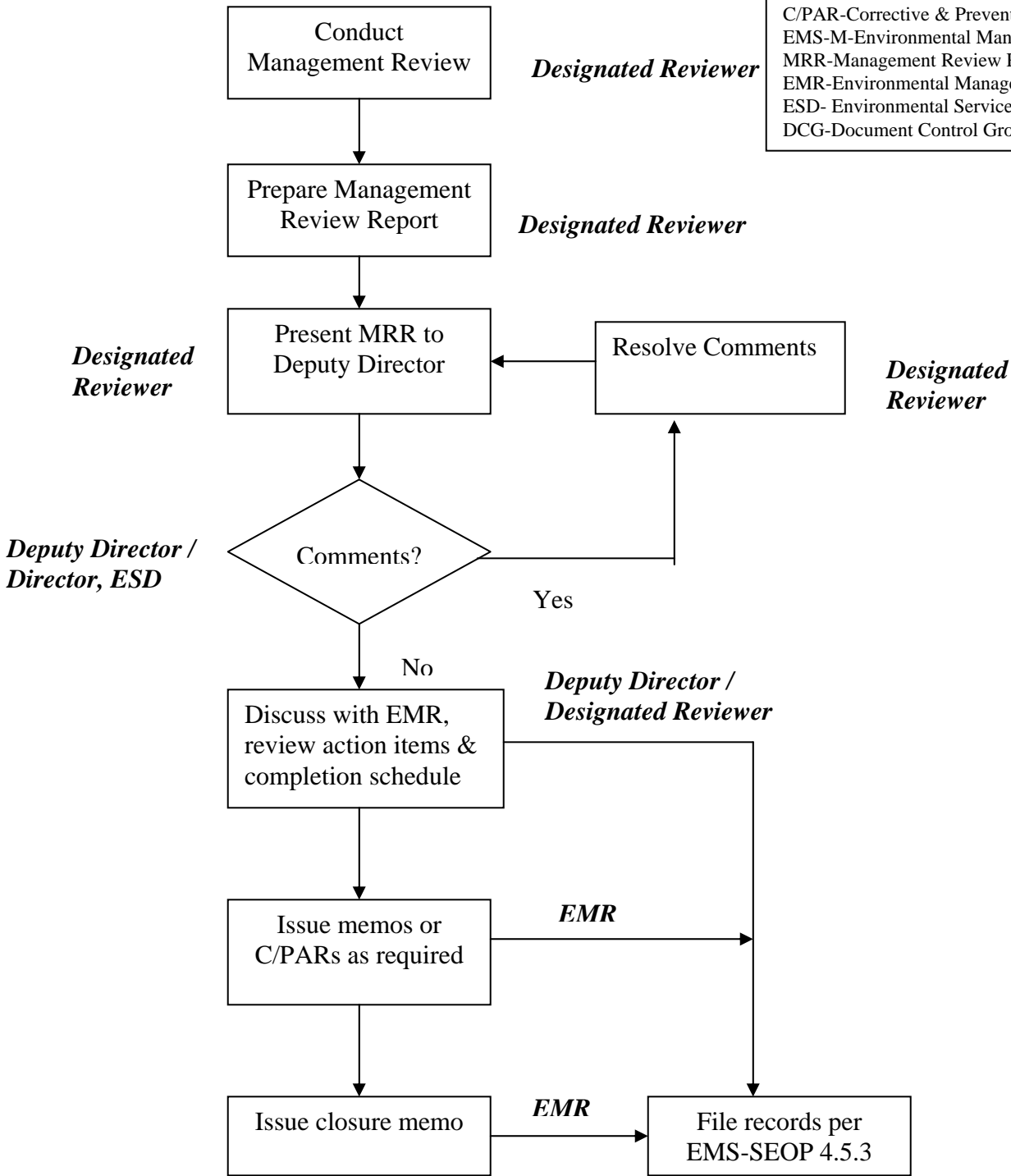


Figure 1