	TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY		
	QUALITY MANUAL	Effectivity Date	24 NOV 2022
		Revision Level	2
Monitoring, Measurement, Analysis and Evaluation	Document Code	TIEZA.QM.7	

7. Monitoring, Measurement, Analysis and Evaluation

7.1 General

TIEZA shall determine:

- a. what need to be monitored and measured
- b. the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results
- c. when monitoring and measuring shall be performed
- d. when the results from the monitoring and measurement shall be analyzed and evaluated

TIEZA shall retain appropriate documented information as evidence of the results and shall evaluate the performance and effectiveness of QMS.

7.2 Monitoring and Measurement

(a) Customer Satisfaction

TIEZA closely monitors information provided by interested parties to determine whether it has met client requirements. Survey forms, interviews, meetings, complaints and results of appropriate methods are the sources of information.


(b) Internal Quality Audit

TIEZA shall conduct internal quality audits at planned intervals to provide information on whether the QMS:

- a) conforms to TIEZA's own requirements for its QMS and the requirements of the ISO 9001:2015 Standard; and,
- b) is effectively implemented and maintained.

TIEZA shall:

- a) plan, establish, implement and maintain an audit programme(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the

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- importance of the processes concerned, changes affecting the organization, and the results of previous audits;
- b) define the audit criteria and scope for each audit;
 - c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;
 - d) ensure that the results of the audits are reported to relevant management;
 - e) take appropriate correction and corrective actions without undue delay; and,
 - f) retain documented information as evidence of the implementation of the audit programme and the audit results.

(c) Monitoring, Measurement, Analysis and Evaluation of Processes

TIEZA shall determine:

- a) what needs to be monitored and measured;
- b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;
- c) when the monitoring and measuring shall be performed; and,
- d) when the results from monitoring and measurement shall be analyzed and evaluated.

TIEZA shall evaluate the performance and the effectiveness of its QMS and shall retain appropriate documented information as evidence of the results.

7.3 Control of Nonconforming Outputs

TIEZA shall ensure that outputs that do not conform to requirements are identified and controlled to prevent unintended use or delivery. It shall take appropriate action based on the nature of the nonconformity and its effect on the conformity of products and services. It shall also apply to nonconforming products and services detected after delivery of products,


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during or after the provision of services. It shall deal with nonconforming outputs in one or more of the following ways:

- a) correction;
- b) segregation, containment, return or suspension of provision of products and services;
- c) informing the customer; and,
- d) obtaining authorization for acceptance under concession.

Conformity to the requirements shall be verified when nonconforming outputs are corrected.

TIEZA shall retain documented information that:

- a) describes the nonconformity;
- b) describes the actions taken;
- c) describes any concessions obtained; and,
- d) identifies the authority deciding the action in respect of the nonconformity.

7.4 Improvement


(a) Continual Improvement

TIEZA shall continually improve the suitability, adequacy and effectiveness of the quality management system. It shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

(b) Nonconformity and Corrective Action

When a nonconformity occurs, including any arising from complaints, TIEZA shall:

- a) react to the nonconformity and, as applicable, take action to control and correct it and deal with the consequences;

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- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by reviewing and analyzing the nonconformity; determining the causes of the nonconformity; determining if similar nonconformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary; and,
- f) make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

TIEZA shall retain documented information as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken; and,
- b) the results of any corrective action.

Approved by:

MARK T. LAPID

Chief Operating Officer

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