

Management System Review Check Sheet

Items reviewed:

Items under each topic are examples of what may have been reviewed for the topic not all will be applicable each year

Changes to internal and external issues:

Internal: Managers meeting & Senior Staff Meeting minutes, Case statistics (workloads), Changes to staffing, External: Legislative changes, Grants, Accreditation requirements (ANAB, FBI QAS or MROS)

Fulfillment of DSS Objectives

Case TAT, Performance Metrics, Unit Stats

Suitability of Policy and Procedures

Qualtrax report, record of review of Unit and GL procedures

Previous Management Review Status of actions

MSR, Summary and follow up

Audits (outcome/follow through)

Previous Years MSR, Most recent Internal Audit, ER audit, FA audit, Drug Inventory Audit, Internal DNA

Corrective Actions

Qualtrax reports of CARS since last MSR

External Assessments:

ANAB, QAS, MROS as applicable

Changes to case volumes, types of work

Weekly case and Unit stats

Customer and Personnel Feedback & complaints

Annual survey review, Qualtrax report of court monitoring reviews, customer complaints

Effectiveness of Improvements

Qualtrax reports of CAR, IR and PA since last MSR

Adequacy of Resources

Budget reports, Running comparisons of case per FTE, Unit input/output

Results of Risks Identified

QARs that contain Risk Assessments, Managers Meeting Agendas

Outcome of Assurance of Validity of Results

Proficiency test reviews, including internal tests and observations

Other:

guiding principals reviewed, customer contracts, annual safety trainings completed Notes

Notes if applicable:

Director signature and date: _____