Date: 29 September 2023; 9:00am – 10:00am

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| TOPIC | MINUTE |
| **1. Attendance** | |
| 1.1 Attendees | John Mason, Ron Feruglio |
| 1.2 Apologies | Nil |
| **2. Previous meeting actions** | |
| 2.1 | Nil |
| **3. Context** | |
| 3.1 Scope | Reviewed scope of operations. The scope of the management system remains appropriate. No further action required. |
| 3.2 Applicability | The applicability of the standard was reviewed and is described in the Quality Manual (1.2 Applicability). All clauses of the standard are applicable to myDemo. |
| 3.3 Certification Status | Certification Fee Comparison was tabled and discussed. Certification body CAB2 was chosen. ISO900:2015 certification is planned for 13 November 2023. |
| 3.4 Compliance and Legislation | myDemo does not require any licences or permits to operate and believes it is meeting its legal compliance requirements. Nil to escalate. No further action required. |
| **4. Leadership** | |
| 4.1 Objectives | Objectives register was tabled, discussed and agreed to. Nil to escalate. No further action required. |
| 4.2 Risk, Interested parties, internal/ external matters | Risk Register was tabled and discussed. Nil to escalate. No further action required.  It was noted that interested parties or significant internal/external matters for further consideration will be managed by the risk register and the minutes of these meetings.  Risks are currently being managed via a rolling Review. |
| 4.3 QMS structure & processes | myQuality is now fully implemented. Nil to escalate. No further action required. |
| 4.4 Planning of changes | The QMS is maintained in myQuality which supports the operation of its processes and retains documented information to confirm processes are carried out as planned. |
| **5. Planning** | |
| 5.1 Policies | The Quality Policy was tabled and discussed. It is current, relevant and appropriate. A rolling Review has been raised to manage this policy. Nil to escalate. No further action required. |
| 5.2 Organisational structure, accountabilities, responsibilities | MyQ Hubmaster and Systems Consultant. No changes to structure, accountabilities and responsibilities. Nil to escalate. No further action required. |
| **6. Support** | |
| 6.1 Infrastructure and work environment | Reviewed infrastructure and work environment. It was agreed that both are suitable and meet the requirements of myDemo. Nil to escalate. No further action required. |
| 6.2 Communication | Open discussion. No external communications. Nil to escalate. No further action required. |
| 6.3 Competence, training, awareness | People Register was tabled and discussed. Open discussion on training, competence and records. Noted that there has been a change of System Consultant. Raised a Review 2060 to update. |
| 6.4 Documentation, knowledge | Knowledge is documented through MyQuality. Documents Register was tabled and reviewed. Nil to escalate. No further action required. |
| **7. Operations** | |
| 7.1 Sales, fulfilment, operations | Sales procedure is being developed. Nil to escalate. No further action required. |
| 7.4 External providers | Open discussion. No updates. No further action required. |
| 7.5 Changes to requirements | Nil. |
| **8. Performance** | |
| 8.1 Internal audits | Audits Register was tabled and discussed. Internal audits schedule is on target. Nil to escalate. No further action required. |
| 8.2 External audits. | Certification audit has been scheduled for 13 November 2023. |
| 8.3 Processes and monitoring | Open discussion. Agreed that current operational processes are sufficiently monitored and will be reported by exception. |
| 8.4 Client feedback | Feedback program is being developed. Nil to escalate. No further action required. |
| **9. Improvement** | |
| 9.1 Risk, improvement, opportunities | Reviews Register was tabled and discussed. Nil to escalate. No further action required. |
| 9.2 Proposed changes | Nil. |
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| **10. Other business** | |
| 10. | Nil. |
| **10. Suitability of the management system** | |
| 10.1 Effectiveness | Apart from any issues recorded above, the quality management system is adequate and effective and meets myDemo’s requirements and those of ISO 9001:2015. |
| **11. Next Meeting** | |
| 11.1 | September 2024 |