Management Review Meeting Agenda Template Aligned with ISO/IEC 20000-1:2018

Organization Name: [Enter Organization Name]
Meeting Date: [Enter Meeting Date]
Meeting Time: [Enter Meeting Time]
Location: [Enter Meeting Location]

Agenda

1. **Opening and Welcome**
   - Welcome and introduction of attendees.
   - Review of the agenda.
2. **Review of Previous Meeting Minutes**
   - Review and approval of minutes from the previous Management Review meeting.
   - Follow-up on action items from the previous meeting.
3. **Service Management System (SMS) Performance**
   - Review of key performance indicators (KPIs) and metrics related to service management objectives.
   - Discussion on trends, improvements, and areas for further action.
4. **Customer Feedback and Satisfaction**
   - Review of customer feedback, complaints, and satisfaction surveys.
   - Analysis of trends, patterns, and opportunities for improvement in service delivery.
5. **Service Performance and Conformance**
   - Assessment of service performance against agreed service levels and targets.
   - Identification of nonconformities, root causes, and corrective actions.
6. **Resource Management**
   - Review of resource allocation, utilization, and availability.
   - Discussion on training needs, competency assessments, and development plans.
7. **Risk Management**
   - Evaluation of identified risks and opportunities related to the service management system.
   - Review of risk mitigation strategies and effectiveness.
8. **Internal Audit Findings**
   - Presentation of findings from recent internal audits.
   - Discussion on audit results, findings, and corrective actions.
9. **External Audit Preparation**
   - Update on preparations for upcoming external audits or assessments.

   o Review of audit readiness and compliance status.

10. **Review of Objectives and Targets**
   o Assessment of progress towards achieving service management objectives and targets.
   o Discussion on adjustments or revisions to objectives as necessary.

11. **Management of Change**
   o Review of proposed changes to the organization, processes, or systems.
   o Evaluation of change impact and implementation plans.

12. **Customer Focus and Expectations**
   o Discussion on customer needs, expectations, and satisfaction trends.
   o Identification of opportunities to enhance customer value.

13. **Service Continuity and Availability**
   o Review of service continuity and availability plans.
   o Discussion on the effectiveness of these plans and any required improvements.

14. **Supplier Management**
   o Review of supplier performance and conformance to agreed requirements.
   o Discussion on any issues, risks, and improvement opportunities related to suppliers.

15. **Incident and Problem Management**
   o Review of incidents and problems, including trends and root cause analysis.
   o Discussion on the effectiveness of corrective and preventive actions.

16. **Service Improvement Plans**
   o Review of ongoing and proposed service improvement plans.
   o Assessment of the impact and progress of these improvement initiatives.

17. **Closing Remarks**
   o Summary of key points discussed.
   o Confirmation of action items, responsibilities, and timelines.
   o Adjournment of the meeting.

Attendees

- [List of Attendees and Roles]

Meeting Minutes:

Action Items:

Key Decisions:

1	Action item	Assigned to	Due Date	Status
2	[Brief Description of Action Item]	[Assignee Name]	[Due Date]	[In Progress/Completed]
3	[Brief Description of Action Item]	[Assignee Name]	[Due Date]	[In Progress/Completed]
4	[Brief Description of Action Item]	[Assignee Name]	[Due Date]	[In Progress/Completed]

- [Summary of Key Decisions Made During the Meeting]

Next Meeting Date: [Enter Next Meeting Date]