

SEG Standard System Management Review

1. Purpose

This describes the process for annual reviews of the SEG Standard System by the SEG Board. It is designed to meet the ISEAL Assurance Code criterion 4.5.1 which states:

The scheme owner's senior management shall conduct management reviews at least once a year to assess performance of its assurance system, update classification of risks, and inform improvements. The scheme owner shall use analysis of assurance system data to inform those assessments and risk classification.

2. Scheduling

Management reviews will be conducted at the October SEG Board meeting, in order to inform the improvement plan for the following year, which is usually conducted with ISEAL in late November. That will also permit sufficient time to report and collate information following the summer break.

3. Responsibilities

- 3.1 The Board shall nominate a Board member as SEG Standard System Manager, to be responsible for reviewing and reporting on the performance of the system and recommendations for improvement to the Board.
- 3.2 The SEG Board shall consider such reports and make decisions regarding those reports, to include which improvements to apply.

4. Procedure

- 4.1 During September, the SEG Standard System Manager, the member of the Board responsible shall collate information and data from a range of sources, to inform its performance report. These shall include primarily:
 - The Monitoring, Evaluation and Learning System, to include an independent outcome analysis report;
 - Application of the SEG Standard;
 - The Assurance System.
- 4.2 Other secondary sources to inform the report can or shall be:
 - Any internal or external system audits that have been conducted;
 - Risk assessments of the assurance system and mitigation measures taken;
 - Any recommendations from assurance providers and the oversight body to support system improvements;
 - Systematic review of client assessments (audits);
 - External audits of assurance providers;

- Analysis of the types and nature of complaints received;
- Chain-of-custody checks;
- Customer and public surveys;
- Client surveys;
- Monitoring labelled products in the market;
- Stakeholder input regarding the quality of the assurance system;
- Monitoring and evaluation data;
- Analysis of market and scientific trends;
- Criteria and data to assess strengths and weaknesses of the assurance system;
- Any changes in legislation over the past 12 months that affect any part of the SEG System;
- Review of Governance and internal management procedures such as Document Management and Data Management;
- Any other feedback from any other stakeholders.

4.3 The report to the Board shall:

- Report on performance of the SEG Standard System, to include success and shortcomings, and to include this Management Review process
- Report on progress with agreed recommendations for improvement from the previous review.
- Make recommendations for improvement.

5. Review

This process shall be reviewed annually as part of this management review.