

Corrective Action & Continual Improvement

Aim

The aim of this procedure is to ensure that action is taken to eliminate the causes of actual and potential non-conformities.

Scope

This procedure applies to action taken on any reported non-conformities and potential non-conformities, regardless of how they are detected, in the organisation's products or services.

Responsibility

All Staff	Detecting and reporting non-conformities
Management Representative	Compile reports of non-conformities/incidents and forward them to Management with recommendations for action
Managers & Supervisors	Acting to correct and prevent future non-conformities
Management Team	Annual review

Method

Any staff member who detects a non-conformance or issue must report immediately. The issue is recorded by raising a Corrective Action.

The Management Representative shall discuss the incident with the Management Team as necessary, to determine whether any long-term preventative action is necessary. The details shall be entered on the Corrective Action and circulated to the relevant people.

The Corrective Action is allocated to an individual for investigation and resolution. That individual has the following responsibilities:

- Conducting or facilitating the investigation of the causes of the issue;
- Determining or facilitating the determination of a suitable action to reduce/eliminate the effects of the issue;
- Implementing or facilitating the implementation of that action;
- Reviewing the effectiveness of any actions;
- Closing the review, as appropriate;
- Creating/maintaining the required records.

Root Cause

To assist with the identification of the Root Cause of an issue, analysis input is contained in the Review form.

Techniques for the identification of Root Cause are identified in the Training Materials for Root Cause Analysis

Risk Management

When the resolution of an issue using the Corrective Action process identifies an ongoing risk to the Organisation, that risk, and its control measures, is added to the Risk Management Plan

Review

The Management Representative monitors the progress of the Review action. Upon completion, it is evaluated for its effectiveness and likely effectiveness in preventing a repeat of the incident. The results are documented in the review.

Overall performance, including lessons learned, are reviewed as part of Management Review