

**Contents**

1. Purpose .....	2
2. Scope .....	2
3. Responsibility .....	2
4. References .....	2
5. Definitions.....	2
6. Identification of nonconformities .....	2
7. Corrective Action .....	3
8. Initiation of corrective action .....	3
9. Verification and Closeout.....	4
10. Reporting .....	4
11. Process Flowchart.....	5

<b>Change History</b>			
<b>Date</b>	<b>Issue</b>	<b>Approved</b>	<b>Reason for Amendment</b>
14/02/2014	1	SN	First issue
14/07/2017	2	SN	Amended to remove the reference to Preventive action and add a section to describe the identification of nonconformities. This brings the procedure in line with ISO 9001:2015
28/02/2019	3	CH	Amendment of procedure to replace references to the Management Representative.

**1. Purpose**

This procedure defines the process Goody Demolition Ltd uses to effect corrective and preventive action.

**2. Scope**

This procedure applies to all forms of corrective and preventive action where root cause identification and elimination is needed.

**3. Responsibility**

The Operations Manager is responsible for the implementation of this procedure.

**4. References**

- Internal Audit Procedure MSP 015
- Management Review Procedure MSP 016
- Nonconformity Report MSF 005
- NCR Log MS Planning Workbook

**5. Definitions**

Nonconformity: Any violation to requirements

Corrective Action: Action taken to eliminate the cause of an actual nonconformity.

Preventive Action: Action taken to eliminate the cause of a potential nonconformity.

NCR: Nonconformity Report used to document Management System related deficiencies

**6. Identification of nonconformities**

- 6.1. Any output that does not conform to their requirements shall be identified as a nonconformity and therefore shall be controlled to prevent their unintended use, delivery or to mitigate any adverse effects that have or may result from the nonconformity.
- 6.2. When a nonconformity occurs, including any arising from complaints the following actions shall be taken:
  - a) React to the nonconformity and, as applicable:
    1. take action to control and correct it
    2. deal with the consequences
  - b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
    1. reviewing and analysing the nonconformity
    2. determine the causes of the nonconformity
    3. determining if similar nonconformities exist, or could potentially occur
  - c) implement any action needed
  - d) review the effectiveness of any corrective action taken
  - e) update the risks and opportunities register, if necessary
  - f) make changes to the quality management system, if necessary

**7. Corrective Action**

- 7.1. Corrective action may be initiated as a result of internal or external audits, legal compliance reviews, performance monitoring or the discovery of any other deficiency that requires corrective action.
- 7.2. Corrective action shall use a team problem solving approach as required and when appropriate to the nature of the problem.

**8. Initiation of corrective action**

- 8.1. The Nonconformity Report MSF 005 (NCR) or internal audit reports will be used to respond to deficiencies associated with the Management System. An NCR can be initiated and raised by any Goody Demolition Ltd employee, however all NCR's must flow through the Operations Team for action assignment and tracking. The NCR and internal audit process includes identification and description of the problem, determination of root cause, action assignment, corrective action to eliminate the cause, and action follow-up.
- 8.2. The Operations Team will maintain the NCR Log to track the status of action implementation and verification. He or she will also assign responsibility for action and an estimated completion/due date. The Operations Team shall follow-up on outstanding, overdue corrective actions to expedite completion of action or to re-assign more realistic completion dates if necessary.

**9. Verification and Closeout**

- 9.1. The Operations Manager or his/her designate, will follow-up and verify that the NCR corrective action was taken and indicate this in the 'NCR Closed by' field of the NCR or on the audit report as appropriate. This verification should include actions needed to support the management system such as updates to procedures, instructions, and the MS Planning Workbook.
- 9.2. Once the action has been verified, the log can be annotated to indicate closeout of the problem. Follow-up/Verification shall also consider the applicability of the problem and resultant corrective actions on similar processes. Review of effectiveness of each action taken should be undertaken following a period sufficient to allow for the action to take effect and have visible results.
- 9.3. Additional verification of the long-term effectiveness of the action may be accomplished during internal management system audits.

**10. Reporting**

- 10.1. The status of significant corrective and preventive actions shall be used as an input into the Management Review process.

**11. Process Flowchart**

**Who**

