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***This document is a controlled document held by the Quality Management System***

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***1. Introduction and Purpose***

The purpose of this procedure is to establish and define the process for identifying, documenting, analysing and implementing Corrective Actions in order to eliminate/ rectify and prevent recurrence of Non-Conformances in order that NRS may improve the effectiveness of the Quality Management System.

***2. Terms and Definitions***

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| **Term** | **Clause** | **Definition** |
| **Corrective Action** | **3.6.5** | is taken upon detection of a non-conformance, to prevent it from happening again we act to ‘prevent’ a repeat of a detected non-conformance |
| **Non-Conformance** | **3.1.2** | is taken to mean an observation that indicates a product, policy or Practice is contrary to the requirements of customer, or the standard or documented procedures |

1. ***Application and Scope***

This procedure is applicable to **ALL** Corrective Actions related to non-Conforming products, services and audit reports.

This procedure works in conjunction with:

* + Internal Audit Procedure
  + Non-Conformance Procedure

Any Corrective Action taken to eliminate the causes of actual non-conformance will be appropriate to the magnitude of the non-conformance, whilst also being in proportion to the risks presented by the non-conformance.

1. ***Requirements***
   1. **Responsibility - Personnel & Process Owners are required to:**

* Highlight suspected non-conformances to management.
* Follow this procedure upon detection of a non-conformance
* Ensure adherence to this procedure
* Maintain a system for reporting and record-keeping
* Determine the causes of non-conformance using root cause analysis and the effectiveness of the corrective action
* Approve the corrective action
* Verify the corrective action has been successful and fit for purpose

**Top Management are required to:**

* Implement necessary actions to achieve resolution
* Review the effectiveness of Corrective Actions taken

1. ***Process***



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|  | **Signature** | **Position** | **Date** |
| **Approved by:** |  | **MD** |  |

**Revision status**

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