

Purpose

The purpose of this procedure is to correct current non-conformances and prevent potential non-conformances from arising. In summary it supports the following principles:

1. To protect the organisation against costly errors
2. To rectify errors in a manner which prevents recurrence.
3. To protect the customer against defective goods or services.
4. To identify breaches in the management and governance of Health, Safety and the Environment

Scope

This procedure applies to action taken on any reported non-conformances (including complaints, legal Health, Safety and Environmental breaches) and other non-conforming issues relating to the management system or legal requirements, regardless of how they are detected within our processes, products or services.

Health & Safety

Any potential problems, which could result in a non-conformance, or actual problems resulting in a non-conformance have the potential to adversely affect our governance of Health & Safety and therefore impact of non-conformances, their resultant actions and the measures taken to prevent a non-conformance should be considered inter alia with our Health & Safety systems. Such 'problems' for definition in scope of this procedure include accidents, incidents and near misses.

For this very reason, Corrective / preventive actions taken by various managers should always be approved by our QHSE Manager, or alternatively the Operations Director.

Responsibilities

Position	Responsibility
QHSE Manager	Investigating causes of non-conformances, complaints and Health, Safety and Environmental problems and reporting findings to the Department Heads. Identifying potential non-conformances, carrying out investigations, and making recommendations for improvements to prevent recurrence.
Heads of Department	Acting to correct and prevent non-conformances or Health, Safety and Environmental Issues
Managing Director and/or Operations Director	Review corrective/preventive actions during the management review meetings. Investigating customer complaints linked to product/service performance

Procedure Overview
Corrective Action

Whenever a potential/current non-conformance has been identified an entry will be made in the Corrective/preventive Actions register, and an investigation initiated.

After investigation by the relevant manager of the causes of non-conformances (or complaints), Department Managers or the QHSE Manager will take action to correct the current problem and then complete the section on the Corrective Actions Report which asks what actions have been taken to address the problem. Findings & actions taken will be reported to the relevant departments and filed.

Preventive Action

Department Managers will take steps to ensure that the root cause of an existing/potential non-conformance are eliminated so that similar events will not recur. These steps will be listed on the corrective actions report and the QHSE Manager will follow-up corrective/preventive actions, either in quality audits or at a predetermined time-frame, to ensure that the preventive steps remain effective. Similarly, any systemic failures that are detected from the analysis of the non-conformances, or other corporate data, shall be reported to the responsible manager who shall instigate system review to remedy the reported failures or potential failures. The Management Review meeting will consider non-conformance trends and ensure that effective steps have been taken to reduce actual and potential non-conformances.

Environmental

If applicable, ensure environmental aspects, or environmental control measures are re-assessed in line with proposed changes to working processes, practices or plant & equipment.

Records

Form - Corrective & Preventive Actions – Improvement Record;
 Form - Non-conformance & Complaints register;
 Form - Complaints record.

Process Flow

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Corrective/Preventive actions Procedure

