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 nonconformities.

Scope

This procedure applies to action taken on any reported nonconformities and potential nonconformities, 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 Request. The source of the Review is identified as 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 CAR and circulated to the relevant people.

The Review 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.

The Management Representative monitors the progress of the preventative 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. This report is to be submitted to management review at its next meeting for discussion.

Root Cause

To assist with the identification if the Root Cause of an issue, the CAR form includes several Root Cause Analysis techniques that may be used.

Risk Management

When the resolution of an issue using the CAR process identifies an ongoing risk to the Organisation, that risk, and it's control measures, is added to the Risk Management Plan.