

Reviewed by:Ricardo B. Perez -GM

Approved by: Danilo T. Castro-BOD Chairman

# 1.0 **OBJECTIVES**

1.1 Ensure that actions are identified and taken to correct reported Non-Conformities and/or prevent potential Non-Conformities.

## 2.0 SCOPE

This procedure defines the requirements, responsibilities and authorities for:

- 2.1 Reviewing reported Non-Conformities including customer feedback
- 2.2 Determining the causes and/or potential root causes
- 2.3 Evaluating and determining action needed
- 2.4 Implementing corrective action
- 2.5 Recording the results of action taken
- 2.6 Reviewing the effectiveness of corrective action taken

## 3.0 **REFERENCES**

- 3.1 ISO 9001:**2015** Section 10.2
- 3.2 Procedure for Management Review

## 4.0 **RESPONSIBILITIES AND AUTHORITIES**

All

## 5.0 **PROCESS**

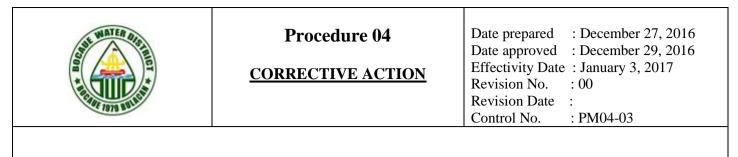
- 5.1 Corrective Action
- 5.1.2 Reviewing of Non-Conformities and customer feedback
  - a) All reported Non-Conformities shall be reviewed by personnel having direct responsibility for them ensuring correction are taken immediately to lessen its impact.
  - b) Customer's feedback shall be reported using Corrective Action report analyzing its cause and action taken.



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- 5.1.3 Determining the causes and/or potential root causes
  - a) The concerned personnel shall gather and review all data relevant to reported Non-Conformities or received customer feedback and determine what are the causes and/or potential root causes.
- 5.1.4 Evaluating and determining the need for action to prevent recurrence
  - a) When the causes and/or potential root causes are identified, the personnel having direct responsibility for them shall evaluate the need for action. He shall determine action required commensurate to the impact of non-conformity reported or feedback received to prevent its recurrence.
- 5.1.5 Implementing corrective action
  - a) Identified corrective action shall be completed within the required response time ensuring it is recorded and communicated.
- 5.1.6 Reviewing the effectiveness of corrective action taken
  - a) Corrective action taken shall be reviewed to determine its effectiveness to prevent recurrence of non-conformity or negative feedback. When deemed necessary, further implementation of corrective action or additional corrective measures shall be taken, recorded and communicated.
  - b) Perform follow-up 3 months after committed implementation date.
  - c) If corrective action is not effective, issue new non-conformity report but on the contrary if the issued non-conformity is effective close out non conformity by making proper notation.



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- 5.2 Reporting the Status of Corrective Action
  - a) The ISO Coordinator will report the status of corrective actions to the General Manager during the management review meeting. (Please see Procedure for Management Review)

## 6.0 RECORDS

- 6.1 Non-conformity Report
- 6.2 Corrective Action Report

