



## **Procedure 04**

### **CORRECTIVE ACTION**

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Revision No. : 00  
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Control No. : PM04-01

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