

	<b>Procedure</b>	Code: P04
	Nonconformities and corrective actions	Version: 01

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## 1 Purpose and scope

This procedure describes nonconformities control provisions in SOAC services. It also contains provisions for the implementation of corrective actions.

## 2 References

- ISO/IEC 17011, Conformity assessment — Requirements for accreditation bodies accrediting conformity assessment bodies.

## 3 Distribution list

All services concerned.

## 4 Effective date and review

This document is applicable from the date mentioned on the cover page. It will be updated as necessary.

## 5 Summary of changes

Version 00: creation.

Version 01: revision to some sections and update of the table of modifications.

## 6 Terms and definitions

**QMS:** Quality Management System

**Nonconformity:** non-fulfillment of a requirement (provision of services not meeting the requirements defined by SOAC, the agreement with the customer, the requirements of ISO/IEC 17011 reference system or guidelines of international accreditation organizations.)

**Corrective action:** action to eliminate the cause of a nonconformity and to prevent recurrence.

Examples: audit report is deficient, notice or decision does not comply with the texts of SOAC, breach of confidentiality requirements or impartiality.

## 7 Process description

### 7.1 Identification of nonconformities

QMS nonconformities are detected through:

- the results of audits (internal, external ...)
- customer complaints and stakeholders
- the results of a customer satisfaction survey
- monitoring the implementation of the provisions
- performance monitoring, etc.

### 7.2 Correcting nonconformities

When a nonconformity is detected, SOAC leads diligently to the most appropriate actions based on actual or potential effects.

This reduces to a minimum the harmful effects of this nonconformity.

The nature of the nonconformity and the actions are taken to address it are recorded.

### **7.3 Corrective Actions**

The Quality and Technical Senior Officer (QTSO) or the Director-General, following serious or recurring nonconformities, initiates corrective actions.

These actions are implemented through the following process:

#### **7.3.1 Responsibilities**

The function that should initiate the corrective action defined in relation to the Quality & Technical Senior Officer (QTSO), the responsibilities for the conduct of activities.

A person responsible for implementing the corrective action(s) is designated depending on the nature of the nonconformity.

#### **7.3.2 Steps**

The corrective action process includes the following steps:

- The decision to take corrective action;
- The root cause analysis to find out why there is a performance deviation;
- Search the most appropriate solutions to eliminate the causes of nonconformities in order to prevent their recurrence;
- Planning of the solutions and their implementation in a timely manner;
- Measuring the effectiveness of actions.

The form "F01P04-Improvement sheet" allows the recording of non-conformities and actions taken.

The QTSO reports on actions taken and their effectiveness at management meetings

The assessment of non-conformities and corrective actions taken is analysed in management review

### **7.4 QMS Consistency**

During the implementation of corrective actions, the QTSO ensures the adequacy of corrective actions on the impact of the problems encountered and the preservation of the coherence of the QMS.

## **8 Related documents**

Refer to F02P01-Current QMS Control list

## 9 Table of modifications

No.	Source	Modification in brief (Relevant changes)
P04.00- 1 July 2018		
Creation		
P04.01- 16 October 2019		
1	§ 2	The references have been revised in line with the wording of the standards
2	§ 6	Update of the definition and the word “abbreviation” (title) have been replaced by “Terms” (title)
3	§ 7	The sections of this chapter have been technically revised
4	§ 8	This section has been revised : the words “related forms” (title) have been replaced by “related documents” (title)