



Procedure

Code: P04

Nonconformities and corrective actions

Version: 01

Table of contents

1	Purpose and scope	2
2	References	2
3	Distribution list	2
4	Effective date and review	2
5	Summary of changes	2
6	Terms and definitions	2
7	Process description	2
7.1	Identification of nonconformities.....	2
7.2	Correcting nonconformities	2
7.3	Corrective Actions	3
	These actions are implemented through the following process:.....	3
7.3.1	Responsibilities.....	3
7.3.2	Steps	3
7.4	QMS Consistency	3
8	Related documents	3
9	Table of modifications	4

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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)