



Procedure	Code: P14
Continuous Improvement	Version: 01

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1. Purpose and scope

This procedure defines the provisions put in place by SOAC to identify and capitalize opportunities for improvement of its Management System.

This document is applicable to all processes.

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

AFRAC: African Accreditation Cooperation

MLA: Multilateral Recognition Arrangements

MRA: Mutual Recognition Agreement

DG: Director-General

IAF: International Accreditation Forum

ILAC: International Laboratory Accreditation Cooperation

QTSO: Quality and Technical Senior Officer

7. Process description

7.1 Resources for improvement

SOAC QTSO is responsible for any improvement activities relating to the SOAC management system.

Improvement opportunities will be recorded in the form F01P04 which describes what improvement was done and situations from which SOAC finds that there is a need for improvement. Improvement opportunities may come from multiple sources which include but are not limited to results of internal audit results, results of external evaluations, results of management review meeting outputs, analysis of the complaints/appeals, analysis of customers and assessors feedback, risk analysis, SOAC QMS modification requests.

7.1.1 Results of internal audit results

SOAC carries out at least one internal audit annually, covering all activities according to the P05 Internal Quality Audit. The record *F01P04-Improvement sheet* is used to record the corrective actions.

7.1.2 Results of external evaluations

When SOAC participates in peer evaluations, outputs are used to improve its management system.

7.1.3 Results of management review meeting outputs

SOAC implements at least one management review meeting annually. The records F01P12-management review meeting minutes and F01P14-meeting assignments and follow up are used for monitoring the implementation of decisions and actions arising from the meetings.

7.1.4 Analysis of the complaints/appeals

SOAC Regulation C07 - recusals, complaints, and appeals specify how complaints/appeals are managed.

complaints and appeals handling results are exploited for the improvement of the SOAC management system and services.

7.1.5 Analysis of customers and assessors feedback

SOAC usually reviews and analyzes the records relating to the forms *F15P09-CAB feedback* and *F16P09-Assessment team feedback*. These pieces of information are used as an input for improvement.

7.1.6 Risk analysis

SOAC has developed a risk matrix that is reviewed during the management review meeting and annually will be submitted to the board of directors for approval (see F01P13).

SOAC uses the results of its risk analysis as inputs of improvement.

7.1.7 SOAC quality system modification requests

SOAC uses requests from all SOAC services to improve its quality system.

7.2 Monitoring improvements

The QTSO monitors improvements made and reports at management meetings.

8. Related documents

Refer to F02P01-Current QMS Control list

9. Table of modifications

No.	Source	Modification in brief (Relevant changes)
P14.00- 21 July 2019		
Creation		
P14.01- 16 October 2019		
1	§ 2	The references have been revised in line with the wording of the standards
2	§ 6	The content of this section has been revised and updated and the words “abbreviation” (title) has been replaced by “Terms” (title)
3	§ 7	All the sections of this chapter have been technically revised and reorganized
4	§ 8	This section has been revised : -the words “related forms” (title) have been replaced by “related documents” (title).