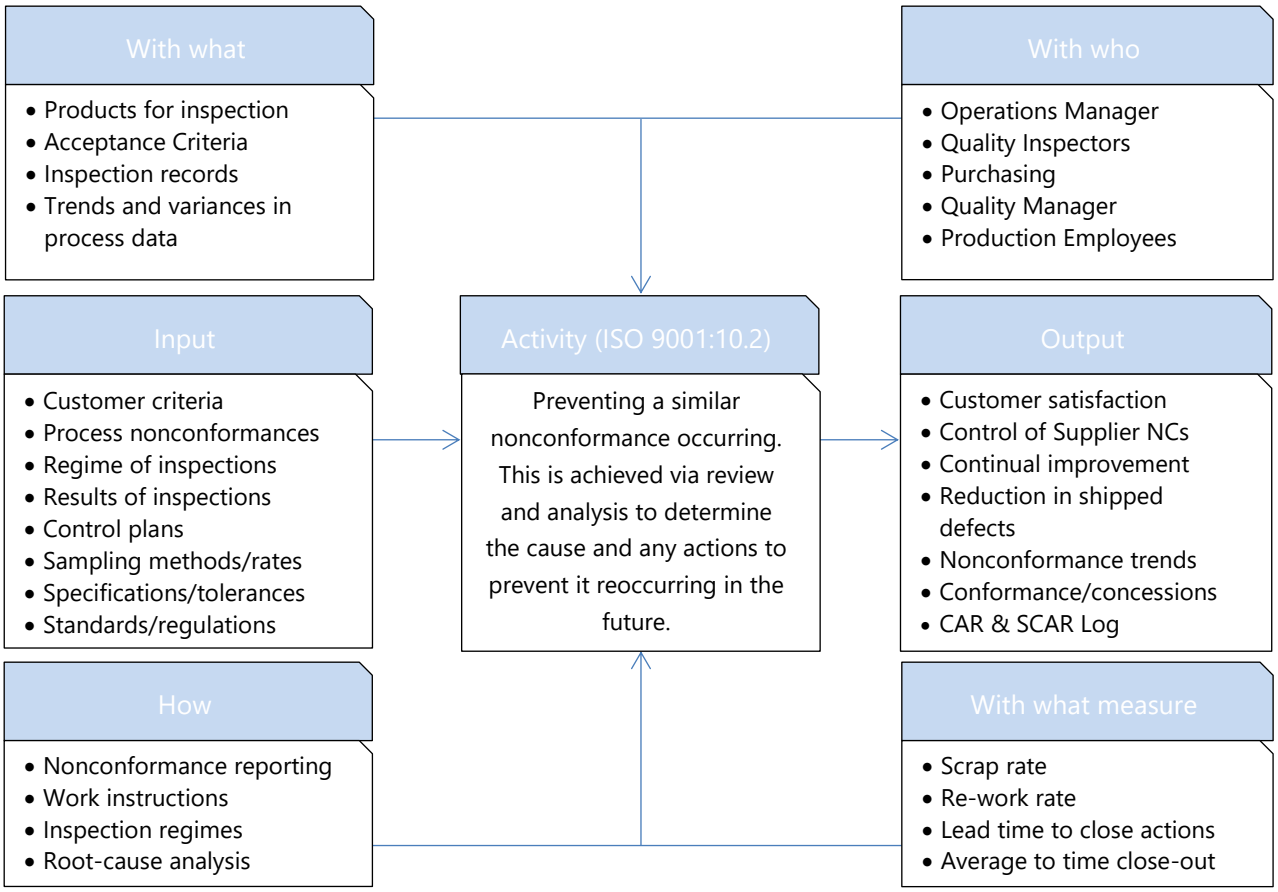
1 Nonconformity & Corrective Action

1.1 Introduction & Purpose

The purpose of this procedure is to establish the process for identifying, documenting and analyzing nonconformities and mitigating their impacts by implementing appropriate corrective actions. Your organization's quality management system is geared toward the proactive elimination of actual and potential deficiencies. Nonconformities in products, services, processes and our management system are investigated and action implemented to prevent their occurrence.

1.1.1 Process Activity Map



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements

1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Containment action	Action taken to minimize the effect of the nonconformity on the stakeholder
Root-cause	Action to establish how the nonconformity occurred during manufacture/after delivery
Corrective action	Action to eliminate the root-cause of a nonconformity and to prevent recurrence