

**HEALTH, SAFETY, ENVIRONMENTAL  
AND QUALITY MANAGEMENT  
PROCEDURE FOR NON-  
CONFORMITIES, CORRECTIVE  
AND PREVENTATIVE ACTIONS**

# TABLE OF CONTENTS

<b>1. APPROVAL .....</b>	<b>3</b>
<b>2. PURPOSE.....</b>	<b>4</b>
<b>3. SCOPE .....</b>	<b>4</b>
<b>4. TERMS AND DEFINITIONS.....</b>	<b>4</b>
<b>5. ROLES AND RESPONSIBILITIES .....</b>	<b>5</b>
<b>6. PROCEDURES .....</b>	<b>5</b>
6.1. Non-Conformities, Corrective and Preventative Action Process Overview .....	5
6.1.1. Non-Conformities, Corrective and Preventative Action Process Flowchart	6
6.2. Identifying a Non-Conformity .....	6
6.2.1. Repaired.....	7
6.2.2. Rejected or Scrapped .....	7
6.2.3. Returned to Supplier.....	7
6.2.4. Non-Conforming Services .....	7
6.3. Corrective and Preventative Actions .....	7
6.3.1. Corrective and Preventative Action Reviews .....	8
<b>7. RELATED PROCEDURES, FORMS AND DOCUMENTS .....</b>	<b>8</b>
<b>8. REVIEW CRITERIA .....</b>	<b>9</b>
<b>9. RECORD MANAGEMENT .....</b>	<b>9</b>
<b>10. REFERENCES .....</b>	<b>9</b>

## 1. APPROVAL

Document Control					
Document:	HSEQ-MP-11 – Non-Conformities, Corrective and Preventative Actions				
Version:	1.0				
Released:	Insert Date				
Review Date:	+ 1 year				
Prepared By:	Insert Person	Position:	Insert Position		
Reviewed By:	Insert Person	Position:	Insert Position		
Approved By:	Insert Person	Position:	Insert Position		
This procedure is reviewed to ensure its continuing relevance. The system is updated as it describes that it describes. A record of contextual additions or omissions is given below.					
Amendment Record					
Version	Date	Context	Summary of Amendments		
1.0	Insert Date	To manage non-conformities and implement corrective and preventative actions.	Original		
The latest revision of this procedure is on Insert Your Company intranet site. It is the responsibility of the individual to ensure that any hardcopy is the current revision. A printed version of this procedure is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.					
Document Title:	Non-Conformities, Corrective and Preventative Actions			Rev:	1.0
Uncontrolled Copy:	<input checked="" type="checkbox"/>	Controlled Copy:	<input checked="" type="checkbox"/>	Date:	Insert Date

## 2. PURPOSE

The purpose of this procedure is to establish the process for identifying, documenting and analyzing non-conformities and mitigating their impacts by applying appropriate corrective or preventative actions.

Records of actions, including assignment of responsibility and appropriate timeframes will be maintained for non-conformities in products, services or processes. This allows for the tracking of action status until corrected, closed out and verified as effective.

## 3. SCOPE

This procedure applies to all non-conforming products, services or processes, any aspect of our HSEQ management system, inclusive:

- Processes producing negative results and defective outputs.
- Products received from suppliers which are found to be non-conforming.
- A product or service provided from a supplier that does not comply with the requirements of the purchase order and/or contract.
- Processes that may be identified as non-conforming.

## 4. TERMS AND DEFINITIONS

Term	Definition
<b>Audit</b>	A systematic, independent and documented process for obtaining evidence of conformity to a set of standards and evaluating it to determine the extent of compliance.
<b>Continual Improvement</b>	A recurring activity to enhance performance.
<b>Corrective Action</b>	An action to eliminate and control the cause of an identified non-conformance to the HSEQ management system.
<b>Inspection</b>	A document detailing a systematic approach to inspecting and testing a system, service or product.
<b>Non-Conformance Report</b>	A report that documents the details of a non-conformance identified in an audit or other process review.
<b>Process</b>	A set of interrelated or interacting activities which uses inputs to deliver outputs.
<b>Quality Assurance</b>	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
<b>Quality Control</b>	Operational techniques and activities which achieve and sustain the quality of products or services, and the use of these techniques and activities to satisfy given requirements.