

**NON-CONFORMITY &
CORRECTIVE ACTION**

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1.0 Purpose

The objective of this procedure is to ensure that KDG LOGISTICS defines responsibility and authority for the handling and investigating environmental non-conformances and incidents, in order to eliminate the causes of actual and potential non-conformances and incidents.

2.0 Scope

The scope of this procedure includes the identification of incidents, accidents and non-conformances for the EMS of KDG LOGISTICS.

3.0 References:

EMS Manual

4.0 Responsibilities

The Management Representative and process owners are to ensure that all incidents are thoroughly and adequately investigated and documented.

4.1 Corrective Action

The Corrective action system is divided into a Non Conformance System and Corrective Action System.

4.1.1 Non Conformance System

The Non-conformance system is used to provide a system for quick fixes where detailed root cause analysis is not necessary. The report is raised by the originator to the recipient. The system works on a one to one basis and it is the responsibility of the originator to follow up and agree with the action taken by the recipient.

All non-conformances are regularly analysed to identify trends & recurrences.

4.1.2 Corrective Action System

The Corrective action system is used where recurring non-conformances are detected or root-cause analysis is required. All Corrective actions are handled in a team environment with involvement from all concerned. The Management Representative is responsible to ensure that all actions are followed up.

Root Cause Analyses includes:

- a) reviewing nonconformity's (including customer complaints),
- b) determining the causes of nonconformity's,
- c) evaluating the need for action to ensure that nonconformity's do not recur,
- d) determining and implementing action needed,
- e) records of the results of action taken, and
- f) reviewing corrective action taken.

4.2 Problem solving

Problem solving tools are used as required. These include:

- Histograms
- Failure Modes and Effects Analyses
- Pareto Analyses
- Capability Studies
- Cause and Effect diagrams.

Additional problem solving formats can be used where relevant.