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SUBJECT	CORRECTIVE ACTION		

1.0 OBJECTIVE

To ensure that all nonconformities found in the implementation of Quality Management System are identified, investigated and addressed to eliminate the cause and prevent recurrence.

2.0 SCOPE

This procedure covers all activities from the identification of nonconformities up to monitoring of effectiveness of corrective action taken including the risks and opportunities associated with the process.

3.0 ACCESS

This procedures manual is uploaded to the DOST IX Document Management System and accessible to all DOST IX personnel. The original copy of this document is managed by the DOST IX's document custodian.

4.0 DEFINITIONS

Nonconformity and Corrective Action Report (NCAR) – form used for the disposition of nonconformities.

Concerned Personnel - refers to the person or group of persons responsible for determining appropriate corrective action.



Unit Head - refers to the person heading the unit/department.


5.0 RECORDS

- Nonconformity and Corrective Action Report (NCAR)
- *Root Cause Analysis*
- *Risk and Opportunities Management System*

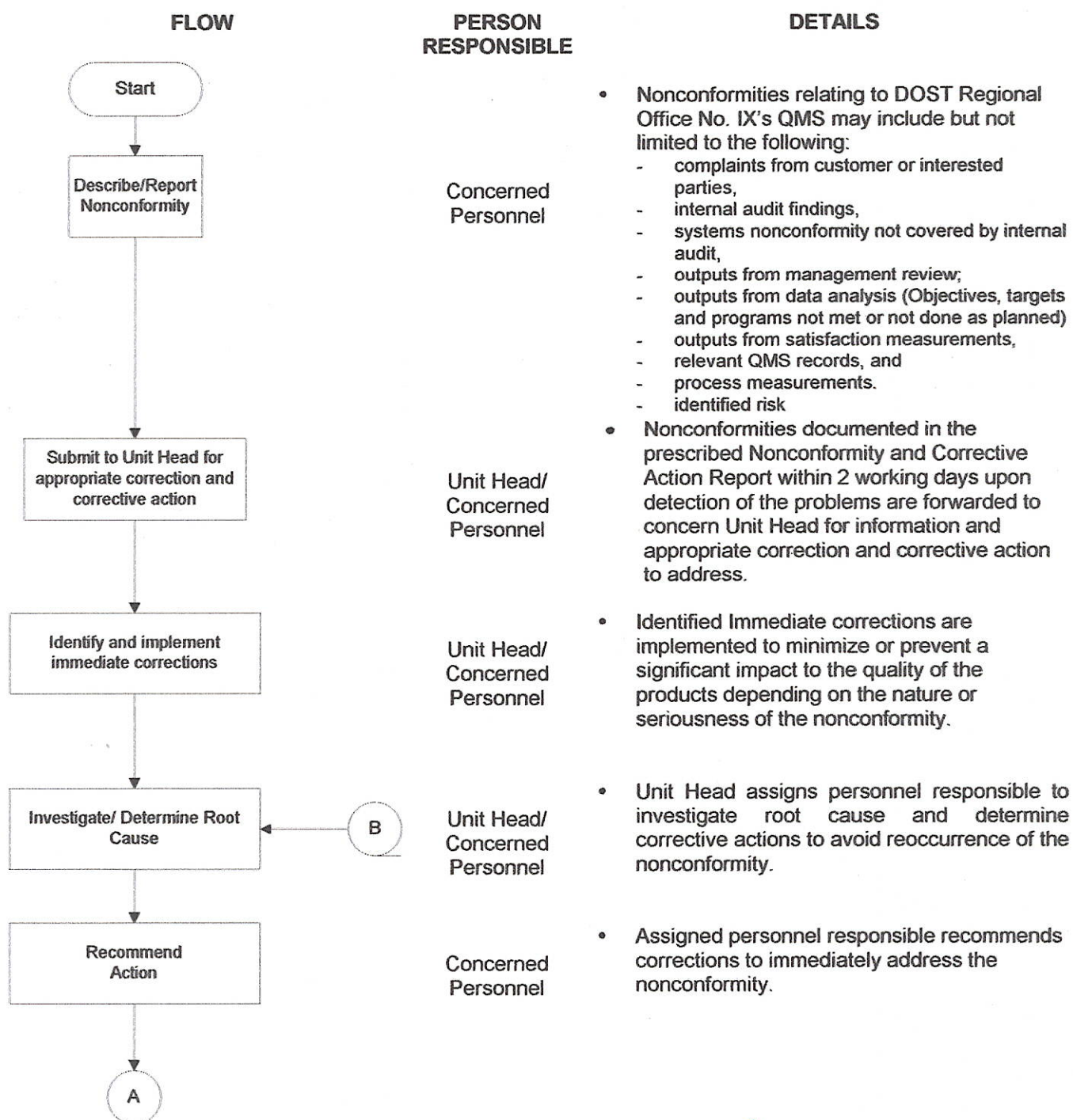
6.0 REFERENCES

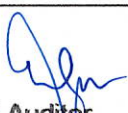

- PM-QMR-02-01 Documented Information (Documents)
- PM-IQA-06-01 Control of Nonconforming Products
- PM-IQA-06-02 Internal Audit
- PM-QMR-06-01 Customer Satisfaction Measurement
- PM-QMR-05-01 Handling Customer Feedback
- ISO 9001:2015 Standard
- ISO 19011:2002 Standard

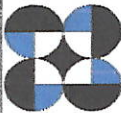
Prepared by:  Lead Auditor	Approved by:  Quality Management Representative
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7.0 PROCEDURE



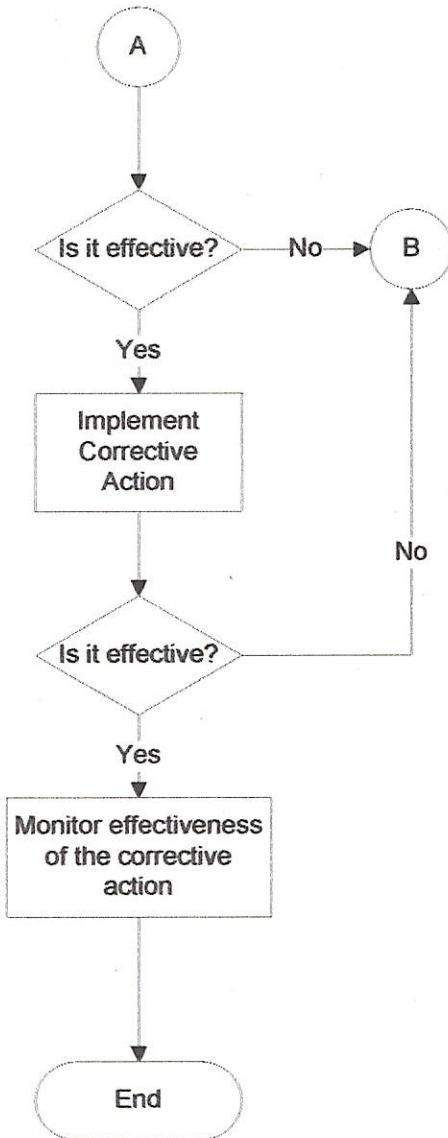
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 Lead Auditor	 Quality Management Representative

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FLOW

PERSON RESPONSIBLE

DETAILS



Unit Head/
Concerned
Personnel

- In the event that correction action is found not effective, conduct further review through RCA is conducted until a satisfactory solution is reached. In which case, another nonconformity report is raised by the function making the follow-up.

Unit Head/
Concerned
Personnel

- The unit must implement the corrective action based on the completion date and shall keep of records of evidence.

Unit Head/
Concerned
Personnel

- In the event that corrective action is found not effective, conduct further review through RCA is conducted until a satisfactory solution is reached. In which case, another nonconformity report is raised by the function making the follow-up.

Unit Head/
Concerned
Personnel

- For effective corrective action, unit shall monitor to also avoid non-occurrence and make updates on the necessary documented procedures.

Prepared by:

Lead Auditor

Approved by:

Quality Management Representative