

	DEPARTMENT OF SCIENCE AND TECHNOLOGY DOST Regional Office No. IX	DOCUMENT CODE	QM-DOST IX 10-02
	<b>QUALITY MANUAL</b>	REVISION NUMBER	1
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SECTION	IMPROVEMENT	EFFECTIVITY DATE	01 July 2023
SUBJECT	<b>NONCONFORMITY AND CORRECTIVE ACTION</b>		

In cases when nonconformity occurs, including those arising from customer complaints *and risk registry*, if any, DOST IX takes immediate appropriate action to correct and minimize the overall effect and avoid further damages or inconvenience as a result of the nonconformity. The nonconformity is further evaluated to determine if there is a need for actions to eliminate the cause(s) of the nonconformity. This way, DOST-IX is able to prevent the reoccurrence of the same nonconformity in the same process or elsewhere.

The determination of appropriate corrective actions is done by reviewing and analyzing the nonconformity, determining the causes of the same, and the probability that a similar nonconformity could exist or potentially occur elsewhere. After which, the process owner who incurred the nonconformity in question comes up with initiatives directed towards addressing the issue and measures to prevent the occurrence of the same.

Corrective actions are initiated whenever there are complaints from customers; audit findings; *identified risk*; non-achievement of performance standards, objectives and targets within the defined time frame; and nonconforming products, both internal and external to the organization. DOST IX reviews the effectiveness of the corrective actions taken. If necessary, update risk and opportunities determined during planning and make corresponding changes to the QMS.

Documented information are retained as evidence on the nature of the nonconformities, any subsequent actions taken, and the results of any corrective action.

Prepared by:	Approved by:
 Quality Management Representative	 Regional Director