

Module II: QMS Requirements

Clause 10: Improvement

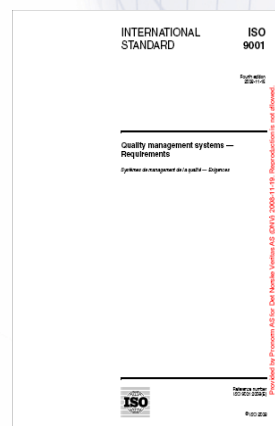


DEVELOPMENT ACADEMY OF THE PHILIPPINES - PRODUCTIVITY AND DEVELOPMENT CENTER

Clause 10: Improvement

10 Improvement

- 10.1 General
- 10.2 Nonconformity and corrective action



New Year's Resolution



REQUIREMENT

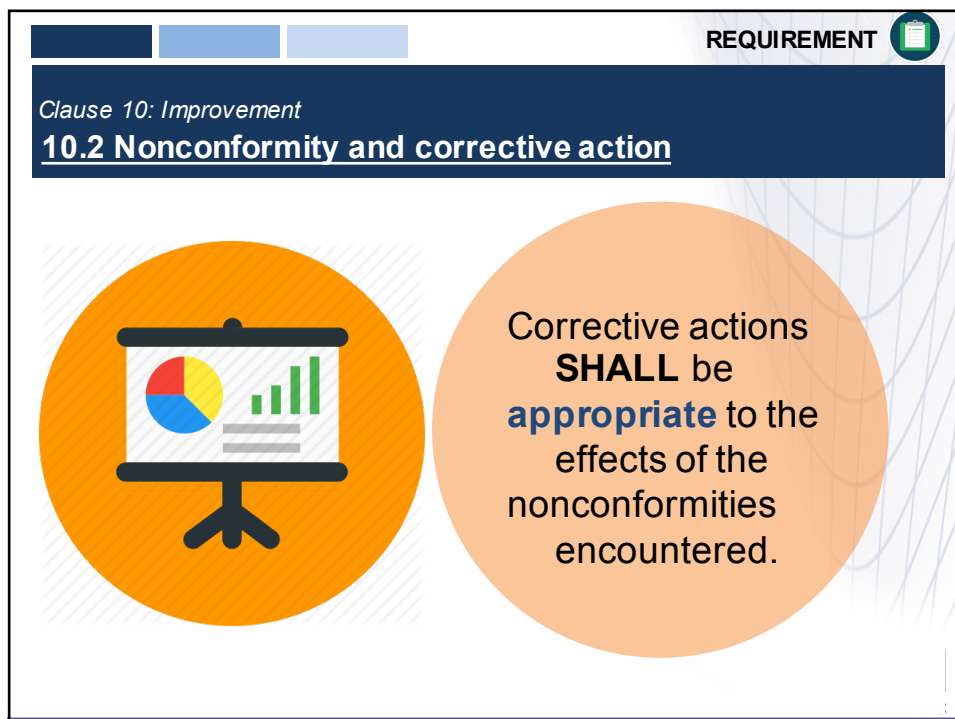
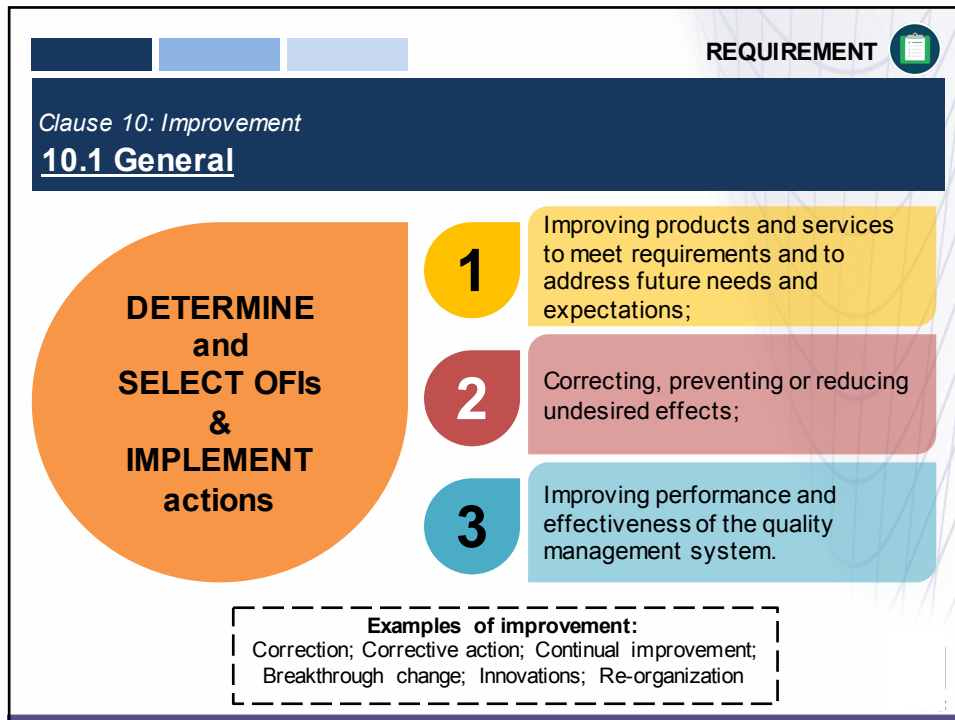


Clause 10: Improvement

10.1 General



The organization shall **DETERMINE** and **SELECT** *opportunities for improvement* and **IMPLEMENT** any *necessary actions* to meet customer requirements and enhance customer satisfaction.





Clause 10: Improvement

10.2 Nonconformity and corrective action



10.2.2 The organization **SHALL retain documented information as evidence of:**

- a. The nature of the nonconformities and any subsequent actions taken;
- b. The results of any corrective action.



Clause 10: Improvement

10.3 Continual Improvement

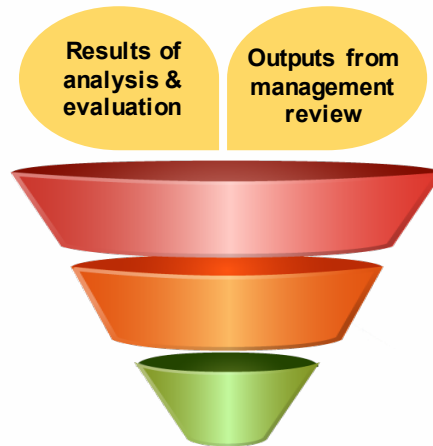


The organization **SHALL** continually improve the suitability, adequacy, and effectiveness of the QMS.



Clause 10: Improvement

10.3 Continual Improvement



Needs or opportunities to be addressed are determined as part of continual improvement