1. SCOPE
2. This procedure is applicable to all Non-Conformances and corrective actions at The Pickapeppa Company.
3. PURPOSE
4. To eliminate the cause of a Non-Conformance and prevent its recurrence
5. DEFINITIONS
   1. A Corrective action is action to eliminate the CAUSE of a detected Non-Conformance or to prevent recurrences
   2. A Correction is an action to eliminate a detected Non-Conformance.
   3. A Non-Conformance is a deviation from a specification, a standard, or an expectation; or the nonfulfillment of a requirement.
6. PROCEDURE

**RESPONSIBILITY**

* 1. **Management Team /Food Safety Team/Functional Manager** 
     1. Receives a Non-conformance identified during a Regulatory, Third-Party, Internal Audit, during monitoring, verification and validation results and Report All Problem.
     2. Receives a customer complaint or regulatory complaint
     3. *Logs or loads non-conformances on Non-Conformance Report, Verification Software or Process Based Audit Template.*
  2. **Operator/Supervisors/Verifiers/Employees/Internal Auditors/External Auditors**
     1. Identifies a Non-Conformance during the receival of raw materials,

during monitoring, verification and internal audit.

* + 1. Report issues through the Report All Problem (RAP) Process utilizing the suggestion box posted through the facility
    2. If a Non-Conformance is identified during a process as an OPRP during monitoring it is escalated to the Supervisor / Production Manager.
    3. Records and reports non-conformance to Quality or Production Manager.
  1. **Functional Manager/Food Safety Team Leader/General Manager**   
     4.3.1 In situations where an immediate response is required action is taken

promptly to address the situation.

* 1. **Production/Quality Manager/Functional Manager**
     1. Receives Non-Conformance report
     2. Records if necessary all Non-Conformances on the Corrective Action Form
  2. **General Manger/Food Safety Team Leader**
     1. Receives non-conformance report from Production and Quality Personnel if they are recurring
     2. After section 4.6.1-4.6.6 The Food Safety Team Leader reviews and approves corrective actions and implementation timelines
     3. Allocates company’s resources to ensure that all *corrections and* corrective actions are carried out
  3. **Food Safety Team**
     1. Reviews Non-Conformances identified through the RAP and Verification process to determine if corrective action is required.
     2. If it is determined that corrective action is required it will be documented

and addressed through the corrective action process below:

* Determine the cause of the Non-Conformance
* Develop the corrective action plan
* Assign tasks to Employee/ Supervisor
* Document corrective actions
* Review effectiveness of corrective action
* Closes out Non-Conformance if corrective action is verified as effective
* Develop alternative solutions if Non-Conformance is not verified as effective and repeat 4.6.3-4.6.7.
* If no corrective action is required correction is done and the Non-Conformance closed out.

1. RECORDS
2. Corrective Action Request Form

1. RELATED DOCUMENTS

6.1 Verification Tool

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| --- | --- | --- | --- | --- |
| **REVISION LOG** | | | | |
| **Control Number** | **Name of Document** | **Revision Date** | **Revision Number** | **Description of Change** |
| SOP015 | Corrective Action | March 17, 2017 | 0 | - |
| MS-2080 | Correction and Corrective Action | May 09, 2017 | 1 | Change Layout and Control Number |
| MS 2080 | Correction and Corrective Action | August 24, 2018 | 2 | Added: Section 4.1.3  Section 4.5.3 : Added: Corrections and Corrective Action |
| MS 2080 | Correction and Corrective Action | July 2, 2019 | 2 | No Change |
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