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**Nonconformity and Corrective Action Procedure**

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| **Revision Number** | **Issue Date:** | **Revision details** |
| 00 | 16/02/2020 | Nonconformity and Corrective Action Procedure |
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# Purpose

The purpose of developing this procedure is to identify nonconformities, cause analysis, and determine corrective action to mitigate any adverse environmental impact.

# Scope

This procedure applies to all environmental nonconformities.

# Responsibility and Authority

The managers of units are responsible for applying this method when nonconformities occur.

The management representative is responsible for the monitoring of the implementation and effectiveness of corrective actions.

# References

ISO 14001: 2015

# Definitions

- **Correction** is an activity performed by the process owner to resolve nonconformities.

- **Corrective action** is an activity performed by the process owner to occur future nonconformities by eliminating or reducing the causes.

- **Preventive action** is a risk management approach taken to prevent nonconformities in other similar cases.

# Procedure

## **General**

## **Identifying nonconformity**

When nonconformities occur, the process owner issues the Nonconformities form (EN-F-CC-01).

and then the process owner completes the following information;

* the type of nonconformities;
* relevant issue;
* place of nonconformities;
* nonconformities causes;
* effects on environmental System;
* activities;
* products;
* services;
* etc.

## **Factors causing nonconformity**

The factors of nonconformity may include the following;

- The systematic problems;

- Documentation problems;

- Processes’ problems;

- Nonconformities in Operational Outputs;

- Environmental Complaint;

- Environmental Pollution;

- Failure in Compliance Obligation;

- Environmental Aspects Nonconformities;

- Emergency Situation;

- Operational problems;

- Increasing consumption of energy;

- Nonconformities Input of Suppliers;

- Interested Parties Complaint(Government or Nongovernment Organizations);

- Failure to achieve goals;

- Internal Audit nonconformities;

- Etc;

## **Corrective of nonconformities**

After the identifying of nonconformities, the process owner first corrects the nonconformities, which can include the following

* Resolving the Operational Nonconformities
* Preventing of Environmental Pollutions;
* Resolving the Environmental Aspects;
* Improving the Compliance Obligation;
* Resolving the Emergency Preparedness and Response;
* Modifying the document;
* etc

The results of correction are recorded by the process owner through the corrective action form (EN-F-CC-01).

## **Analysis of nonconformity**

Following activities is performed to nonconformity analysis;

* Creating a team to Identify the problem
* Rooting the problem using ***Ishikawa*** or **Five** techniques **Why**
* Determining solutions
* Scheduling to do solutions
* Providing resources
* Follow up actions
* Evaluating the effectiveness of actions

to records the information is used the turtle model that includes;

* what
* where
* when
* how
* who

The corrective action team includes the process owner, management representative, and other relevant.

## **Corrective action**

When the corrective action team determined the proper actions, the process owner is responsible for performing the action taken.

The corrective action team determine the following to ensure the effectiveness of performing;

* Activities
* Responsible
* Date of start
* Date of finish
* Resources

## **Follow up corrective action**

The management representative follows up the corrective action based on the determined deadline periodically(EN-F-CA-02).

The corrective action form will fill by the management representative.

## **Preventive action(Risk management)**

in this company, the potential nonconformities will be considered as Risk by the process owner, and the Potential nonconformities are recorded in risk and opportunities form.

As mentioned above, the risk analysis of potential nonconformity is performed, and then preventive actions are determined by the corrective action person.

## **Effectiveness of corrective action**

The management representative reviews the effectiveness of corrective actions periodically and approves the results when the objectives meet the determined targets.

The causes are analyzed by the corrective action team when the corrective actions have not achieved the targets.

# Duration and place of records

The retaining condition of documented information is as the following table.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Rid of outdated records** | **Location of stagnant retention** | **Periods of stagnant retention** | **retention location** | **Normal retention Period** | **Document name** |
| destroying | Process owner | 1 year | Process owner | Two years after the end of corrective action | Corrective action form |
| destroying | Management representative | 1 year | Management representative | Two years after the end of corrective action | Corrective action follow-up form |

# Documents attached

* Corrective action Form (EN-F-CA-01)
* Corrective action follow-up Form (EN-F-CA-02)

# Related Documents

* Risk Management procedure (EN-F-RI-01)