

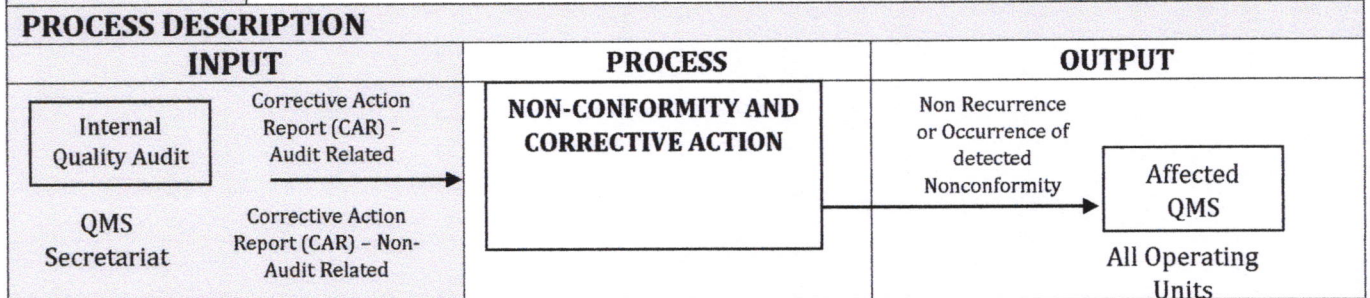


DILG REGION XIII (CARAGA)
**SYSTEM
 PROCEDURE (SP)**

Document Code
R13-SP-04

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PROCEDURE TITLE	NON-CONFORMITY AND CORRECTIVE ACTION
SCOPE	This procedure starts from the identification of nonconformity up to the closeout after verification of corrective action effectiveness.
PURPOSE/S	To define the process that ensure that nonconformities are properly and effectively addressed with appropriate corrective action to prevent the occurrence or recurrence of the NC and their root causes.



DESCRIPTIVE STATEMENT:

The process is triggered by the identified non-conformity by the Internal Quality Auditors as a result of their audit or by the QMS Secretariat when there is a reported unmet target, feedback from clients, output from Management Review, and other lapses of deviation identified. Process Owners plan and implement corrections by identifying the root cause of the non-conformity, establish corrective action plan and implement the corrective action plan. Internal Quality Auditors and QMS Secretariat will verify the effectiveness of the corrective actions. Results of the action taken may result to updating of the risk register when there are changes, together with other affected process documented information.

Step No.	Responsible Personnel	PROCESS/ACTIVITY	Details	References
1	Internal Quality Auditor/QMS Secretariat	Identify nonconformity	<ul style="list-style-type: none"> Identify nonconformity using CAR Form. Possible sources of nonconformities may be: <ul style="list-style-type: none"> - QMS Secretariat; <ul style="list-style-type: none"> • Unmet objectives and targets - Client Feedback; - Management Review Output; - Other lapses or deviations identified; - Internal Quality Audit <ul style="list-style-type: none"> • Internal audit findings • External audit findings Issue Corrective Action Report (CAR) to concerned Process Owners duly signed by the IQA Head/Deputy QMR. 	• CAR (FM-R13-SP-04-01)
3	Process Owner	Plan and implement corrections	<ul style="list-style-type: none"> Plan and implement corrections/immediate actions to stop the nonconforming situation from continuing duly confirmed by 	• CAR (FM-R13-SP-04-01)