

MM7 - Non-conformance and Corrective and Preventive Action

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1.0 Scope

This procedure defines the responsibility and authority for handling and investigating non-conformance to permit conditions, other legal conditions or the Company's EMS.

2.0 Definitions

Non-conformance	Deviation from legal, conditional or planned limits
Corrective action	Immediate action carried out to correct non-conformance
Preventive action	Long term actions to prevent recurrence of non-conformities

2.1 Abbreviations

EMR	Environmental Management Representative
EMS	Environmental Management System

3.0 Responsibilities

3.1 Managing Director

- To be kept informed of progress with respect to corrective and preventive actions.
- Allocates resources and sets priorities to achieve effective and prompt corrective and preventive actions.

3.2 EMR

- Corrects any slippage or shortfall to the ongoing environmental corrective actions.
- Discusses corrective action with relevant managers and other staff.
- Concludes corrective action reports to confirm that corrective action has been taken.
- Reports to the Managing Director any preventive actions arising from investigations into non-conformance.
- Reports to the management review committee any non-conformance arising in respect of the EMS.

3.3 Site Managers

- Carry out corrective actions for non-conformance arising in their area of responsibility.
- Raise non-conformance reports following internal audits
- Report non-conformances and opportunities for preventive actions to the EMR.

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4.0 Procedure

4.1 Non conformance and corrective actions

- The Auditors or General Manager shall raise non-conformance reports (Appendix 1) for all reported non-conformances identified from internal audits of the Environmental Management System and permit conditions.
- The EMR shall raise non-conformance reports (Appendix 1) for all reported non-conformances identified from reports and actions of Managers and all other staff.
- The EMR shall report non-conformance corrective and preventive actions to the management review meetings.
- The EMR shall assign corrective actions to the relevant Manager who shall be given a copy of the non-conformance report form and a project time scale will be discussed and assigned.
- The relevant Manager shall sign the non-conformance report form to confirm that the corrective action has taken place.
- The EMR shall sign off the report to confirm that the non-conformance has been dealt with effectively, and assess if further work needs to be carried out. In which case, the EMR shall raise a further non-conformance report.
- The EMR shall complete non-conformance / preventive reports following incidents.
- The EMR shall update EMS documentation as appropriate.

5.0 Records

Non-conformance corrective/preventive action reports.

Internal audit reports

Management review meeting minutes.

6.0 References

EMS Manual section 4.5.2 Non-conformance and Corrective and Preventive Action

EMS Manual section 4.6 Management review

AR1 – Internal audit and reporting

AR2 - Management Review

MM9 – Complaints and incident investigation

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Appendix 1

**ENVIRONMENTAL MANAGEMENT SYSTEM NON-CONFORMANCE
CORRECTIVE/PREVENTIVE ACTION REPORT FORM**

INITIATOR	DATE	LOCATION/ASPECT	NUMBER
<p>DETAILS OF NON-CONFORMANCE</p> <p style="text-align: center;">Signature.....</p>			
<p>RECOMMENDED CORRECTIVE/PREVENTIVE ACTION</p> <p>Assigned To: Time Scale for Completion: EMR..... Signature.....</p>			
<p>IMPLEMENTATION</p> <p style="text-align: center;">Signature.....</p>			
<p>CONFIRMATION OF CORRECTIVE / PREVENTATIVE ACTION</p> <p>EMR Signature..... Date.....</p>			

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