


Vacman Cleaning Ltd	
Environmental Management System	

Procedure Title: Non-conformance and corrective action		Procedure No: 23
Date issued: 03.04.04	Last revised: 29.4.05	Revision No: 05.0
ISO 14001 reference: 4.4.6, 4.5.2		
OM reference: 2-01		
Related procedures: All		

1. Purpose


1.1 This procedure sets out the requirements for dealing with actual and potential nonconformity (ies) and for taking corrective action and preventive action.

2. Scope

- 2.1 This procedure is concerned with nonconformity (ies) identified **outside the internal EMS Audit process.**
- 2.2 This procedure covers both non-conformance with the Company's EMS procedures as well as non-conformance with the ISO 14001 specification.
- 2.3 Reports of non-conformances may result from external audits or may occur as part of routine operations, where an individual or department may identify a non-conformance.

3. Definitions

- 3.1 Nonconformity – non-fulfilment of a requirement, whether this is one of the Company's EMS procedures, or the ISO 14001 standard.
- 3.2 Corrective Action - action taken to eliminate the cause of a detected non-conformance.
- 3.3 Preventive Action - action taken to eliminate the cause of a potential nonconformity or avoid repetition of the same non-conformance.


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4. Responsibilities

- 4.1 It is the responsibility of the Managing Director , or nominated representative, to prepare and issue a non-conformance report (NCR) on detection of a non-conformance including, where appropriate, as a consequence of an environmental complaint.
- 4.2 It is the responsibility of all employees to bring suspected non-conformances to the attention of the Managing Director, or nominated representative.
- 4.3 Site Managers/Supervisors and Line Managers will comply with all corrective and preventive actions prescribed. In exceptional cases, they should inform the Managing Director , or nominated representative, of reasons why actions cannot or will not be taken, for further consideration and decision.
- 4.4 The Managing Director will establish and maintain a reporting and record keeping system for non-conformances, corrective and preventive actions.
- 4.5 Non-conformances, corrective and preventive actions will be reviewed through the Management Review process.

5. Procedure

- 5.1 By whichever means a non-conformance is identified, the underlying cause(s) of the non-conformance must be investigated.
- 5.2 Appropriate and timely corrective action must be taken according to the nature of the non-conformance.
- 5.3 Preventive action, such as implementing modifying or enforcing procedures or controls, will be taken to avoid repetition of the non-conformance, or prevent a potential nonconformity from occurring.
- 5.4 Any corrective or preventive action taken to address the causes of an actual or potential non-conformance must be appropriate to the magnitude of problems and commensurate with the environmental impact encountered.
- 5.5 The company will implement and maintain a system of reporting and record keeping for non-conformances, corrective and preventive action.
- 5.6 Any changes to the environmental management procedures as a result of corrective or preventive action will be recorded.
- 5.7 The non-conformance report form (see example attached) will detail the nature and scale of the non-conformance, propose corrective and preventive actions, as appropriate, include references to procedure number, date and include timescales, where relevant.

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- 5.8 Repeated non-conformances of the same nature or significant deviations from procedures (for example, disregard of the procedures, or total absence of required documentation) will be reported to the Managing Director for action and resolution.
- 5.9 Significant deviations from the environmental policy will be reported to the Managing Director at the next available meeting.
- 5.10 A report will be submitted to the Managing Director on a regular basis, reviewing all non-conformances and their respective corrective and preventative actions. The report will include the following:
- review of non-conformance reports
 - review of corrective actions
 - review of preventive actions
 - review of environmental complaints
 - review of internal EMS audits
 - review of external EMS audits.
- 5.11 Where preventive actions involve long term programming, these will be considered in the setting of objectives or targets.

6. Further References

None.

7. Record Forms

Non-conformance report form.

Non-conformance report (NCR) form				
<i>To be completed by person identifying or suspecting a non-conformance:</i>				
Name:	Signature:			
Location of NCR:	Date:			
Details of (suspected) non-conformance:				
<i>To be completed by Managing Director, or nominated deputy:</i>				
Category of non-conformance:	1	2	3	N/A
Recommendations or verdict:				
Responsible party:	Deadline for completion:			
<i>To be completed by responsible party:</i>				
Action taken:				
Signature:	Date:			
Verified by :	Date:			
NCR Standards: <ol style="list-style-type: none"> 1. Major non-conformance with legislation/ Vacman Policy 2. Significant number of minor non-conformances with a standard/policy 3. Minor problem areas which warrant attention 				