



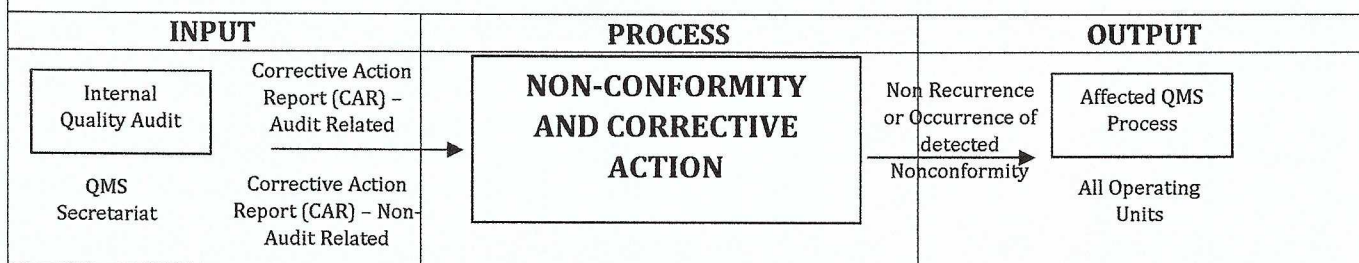
SYSTEM PROCEDURE

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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	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.

PROCESS DECSRIPTION:



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"> <u>QMS Secretariat:</u> a. Unmet objectives and targets b. Client Feedback c. Management Review Output d. Other lapses or deviations identified <u>Internal Quality Auditor:</u> e. Internal audit findings f. External audit findings • Issue Corrective Action Report (CAR) to concerned Process 	<ul style="list-style-type: none"> • CAR

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			Owners duly signed by the IQA Head/Deputy QMR.	
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 the Head of Office for non-audit related CAR. Include actions to deal with the consequences of the NC. <p>Note: For audit-related CAR, confirmation by the IQ Auditor shall be made during the verification of corrective action.</p>	<ul style="list-style-type: none"> CAR
4	Process Owner	Identify the root cause of the nonconformity	<ul style="list-style-type: none"> Identify the root cause/s of the nonconformity; may use the "5-WHY" or fish bone analysis technique. Record in the CAR. 	<ul style="list-style-type: none"> CAR
5	Process Owner	Establish Corrective Action Plan (CAP)	<ul style="list-style-type: none"> Formulate Corrective Action Plan (CAP) duly noted by the Division Chief/Head of Office approved by the QMR with identified person responsible and specified timelines. Determine existing NC or potential occurrence elsewhere in the QMS and consider in the corrective action. Submit accomplished CAR to QMS Secretariat/Internal Quality Auditor within 10 working days upon receipt. 	<ul style="list-style-type: none"> CAR

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6	QMS Secretariat/ IQ Auditor	Review and accept the corrective action plan (CAP)	<ul style="list-style-type: none"> Review the proposed CAP. If found in order and adequate to address the root cause identified, secure approval of the Deputy QMR/IQA Head; else, return to concerned Process Owner for appropriate action. 	
7	Process Owner	Implement the CA plan	<ul style="list-style-type: none"> As specified, implement the corrective actions at indicated timelines. Monitor progress against corrective action plans. If any proposed corrective action cannot be/ is not implemented, discuss with the head of office for possible additional intervention. 	<ul style="list-style-type: none"> CAR
8	IQA/QMS Secretariat	Verify effectiveness of CA	<ul style="list-style-type: none"> After at least 2 months of corrective action implementation, verify and confirm the effectiveness of corrective action taken. Verification can be in the form of process verification or internal quality audit. Verification can happen more than once, if the initial (first) verification does not provide evidence of recurrence of root cause identified. If non-recurrence of the root cause is verified, closeout the CAR, duly approved by the Deputy QMR/IQA Head; else, 	<ul style="list-style-type: none"> CAR

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			<p>coordinate with concerned Office for continuous CAP implementation and/or take any further appropriate action; else, let the CAR remain open and schedule the subsequent (2nd or 3rd) verification.</p> <ul style="list-style-type: none"> Communicate the results of verification to concerned Office. 	
9	Process Owner/QMS Secretariat/IQ Auditor	Review risk register and update other affected QMS documented information	<ul style="list-style-type: none"> Review and update the risk register accordingly. Ensure that relevant documentation are appropriately revised, if applicable, in accordance with Control of Maintained Documented Information Procedure. 	<ul style="list-style-type: none"> Risk Register Control of Maintained Documented Information Procedure
10	Designated Custodian	Retain records	<ul style="list-style-type: none"> Retain records in accordance with Control of Retained Documented Information Procedure and Master List of Records 	<ul style="list-style-type: none"> Control of Retained Documented Information Procedure Master List of Records

Definition of Terms:

- Correction – action taken to eliminate (or address) a detected non-conformity (i.e. stop gap measure, quick fix, mitigation, band-aid solution)
- Corrective Action – an action taken to address the root cause of the identified nonconformity in order to prevent its recurrence.
- Corrective Action Report (CAR) – the specified form to record a detected nonconformity, the identified root cause and the actions taken to prevent its recurrence.

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





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Prepared By	Reviewed By	Approved By
 MARY ANN R. TRASPE QMS Secretariat/TWG	 LAILYN A. ORTIZ, CESE Assistant Regional Director Quality Management Representative	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director Top Management

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CORRECTIVE ACTION REPORT

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CAR NO:		DATE OF ISSUANCE:	
OFFICE/DIVISION:		PROCESS:	
A. BASIS: (Please check (√) the appropriate box)			
NON-AUDIT RELATED :			
<input type="checkbox"/>	Unmet Quality Objective (UQO)	<input type="checkbox"/>	Client Feedback (CF)
<input type="checkbox"/>	Other:		
AUDIT RELATED:			
<input type="checkbox"/>	Nonconformity (NC)		
B. STATEMENT OF NONCONFORMITY:			
ISSUED BY:		REVIEWED BY:	
ACCEPTED BY:			
Signature over Printed Name of QMS Secretariat Member for Non-audit Related or IQ Auditor for Audit Related		Signature over Printed Name of QMS Secretariat Head for Non-audit Related or RIQA Team Leader for Audit Related	
		Signature over Printed Name of concerned Division/Field Office Head/QMR	
C. CORRECTION/IMMEDIATE ACTION:			
D. Potential/Actual Consequence(s), if any		Planned Action, if necessary:	
Prepared By:		Confirmed By:	
_____/		_____/	
Signature over Printed Name of Process Owner/ Date		Signature over Printed Name of Head of Office/Date	





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D. ROOT-CAUSE ANALYSIS: *(Use 5-Why Analysis or Fishbone Diagram)*

Blank area for Root-Cause Analysis using 5-Why Analysis or Fishbone Diagram.

E. CORRECTIVE ACTION (CA) PLAN: *(submit to QMS Secretariat/RIQA within 10 days upon receipt of CAR)*

ACTIVITY	RESPONSIBLE PERSON	TIMELINE	
		START	END

Prepared by:

Approved by:

Accepted by:

 /
 Signature over Printed Name of
 Division Chief/Head of Office/
 Date

 /
 Signature over Printed Name of
 Regional QMR / Date

 /
 Signature over Printed Name of
 RIQA Team Leader / Date

F. VERIFICATION OF CA/ACTION PLAN IMPLEMENTATION: *(at least 2 months after the full implementation)*

CA/ACTION PLAN ACTIVITY	STATUS AND REMARKS / Verified by / Date





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G. VERIFICATION OF CA/PLAN EFFECTIVENESS: *(For non-audit related, at least 2 months after full implementation of the planned CA and non-recurrence of the identified root-cause/s. For audit related, the effectiveness of the CA will be verified in the next audit).*

Date of Verification:	Results of CA verification/ REMARKS <i>(Effective / Not Effective)</i>	Status <i>(Open / Closed)</i>	Verified By
(1)			
(2)			
(3)			

Note: *(2) and (3) verification is necessary if the CAR cannot be closed after the (1st) first verification.*

Verified by:

Approved by:

Signature over Printed Name of QMS
Secretariat Head for Non-Audit or IQ Audit
Auditor for Audit Related/ Date

Signature over Printed Name of Deputy QMR for
Non-Audit or RIQA Team Leader / Date

Prepared By	Reviewed By	Approved By
 MARY ANN R. TRASPE QMS Secretariat/TWG	 LAILYN A. ORTIZ, CESE Assistant Regional Director Quality Management Representative	 REYNALDO M. BUNGUBUNG, CESO IV Regional Director Top Management

