

QEMS Procedure

10.1 & 10.2 Non-Conformity and Corrective Action

Scope

1. Purpose

The purpose of this procedure is to establish and outline the process for identifying, documenting, analysing, and implementing Non-Conformities and corrective actions.

2. Scope

Corrective actions may be initiated using this procedure for any environmental issue affecting J & E Hall International.

3. General

Corrective action is generally a reactive process used to address Non-Conformities or the risk of Non-Conformity.

4. Reference

BS EN ISO14001:2015 Clause 10.1 & 10.2.

When a Non-Conformity Occurs J & E Hall International shall:

React to the Non-Conformity and as applicable:

- Take action to control and correct it;
- Deal with the consequences.

Evaluate the need for action to eliminate the causes of the Non-Conformity in order that it does not recur or occur elsewhere by:

- Reviewing and analysing the Non-Conformity;
- Determining the cause(s) of the Non-Conformity determining the root cause and implementing any action needed;
- Review the effectiveness of any Corrective Action taken;
- Review any risks and opportunities from any major non-conformances and if required make changes to the EQMS.

Implementation of the Corrective Action

Responsibility for resolving the implementing the Corrective Action is assigned to the recipient.

The HSQE Team, working with the recipient, determine an appropriate due date for implementing the Corrective Action.

NOTE: The Corrective Action shall be appropriate to the significance of the effects of the Non-Conformity encountered. This includes environmental impacts.

Tracking Corrective Action Effectiveness

The recipient of the Corrective Action in conjunction with the requester, is responsible for verifying the effectiveness of the solution.

If the solution is deemed not effective, the Corrective Action will remain open.

If the recipient cannot resolve the problem by the specified due date, they will be responsible for determining an acceptable alternate due date with the HSQE Team.

Record Management

The HSQE Team is responsible for maintain records for Non-Conformity and Corrective Action.

Records shall summarise the nature of Non-Conformities and any subsequent actions taken, plus the results of any Corrective Action.