



MAURITAS

P5

Procedure for Corrective Action,
Improvement, Risk identification and
Opportunities for improvement

Mauritius Accreditation Service

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Foreword

The MAURITIUS ACCREDITATION SERVICE (MAURITAS) is a governmental body established in 1998 to provide a national, unified service for the accreditation of Conformity Assessment Bodies (CABs) such as calibration/testing laboratories, certification bodies and inspection bodies. Organizations that comply with the MAURITAS requirements are granted accreditation by MAURITAS.

About MAURITAS publications

MAURITAS publications are categorized as follows:

- R series Publications containing general policy and requirements related to MAURITAS accreditation.
- G series Publications providing guidance on MAURITAS requirements.
- A series Publications related to assessment procedures.
- P series MAURITAS quality system procedures
- F series MAURITAS Forms
- Directories Classified listing of accredited organizations.

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Procedure for corrective action, improvement, risk identification and opportunities for improvement

1. Purpose

1.1 This procedure aims at maintaining integrity of the MAURITAS management system at all times by taking corrective actions. The need for corrective action may become evident during the normal conduct of duties, through investigation of complaints, internal or external audit findings or through management system review. This procedure aims also to identify opportunities for improvement and risks.

2 Scope and Responsibilities

2.1 This procedure sets out how MAURITAS takes actions on non-conformities and potential non-conformities. This procedure also describes opportunities for improvement and risks. It is the responsibility of all MAURITAS staff to ensure that this procedure is adhered to.

3. Reference

The following documents contain provisions which, through reference in this text, constitute provisions of the MAURITAS accreditation system. For dated references, subsequent amendments to, or revisions of, any of these publications do not apply. For undated MAURITAS references, the latest edition of the document referred to, applies. MAURITAS maintains a register of the current valid MAURITAS accreditation documents.

- 3.1 MAURITAS A Series documents
- 3.2 MAURITAS P Series documents
- 3.3 MAURITAS G Series documents
- 3.4 ISO 31000 : Risk Management - Guidelines

4. Definition

4.1 Correction

Corrections are actions taken to control and correct the non-conformity and deal with the consequences.

4.2 Corrective actions

Corrective actions are actions taken to eliminate the causes of the non-conformity in order that it does not recur or occur elsewhere.

4.3 Risk

Effect of uncertainty on objectives.

5. Initiation of corrective action and improvement requests

5.1 General

5.1.1 Each member of the MAURITAS staff, Advisory Council, Accreditation Committee, Appeal Panels, Technical Advisory Committees and External Assessors may initiate a corrective action request when they detect departures from the management system or when they recognise deficiencies in that system. The request shall be made in writing and addressed to the Quality Manager. Improvement Requests, are identified and treated similarly.

5.1.2 All non-conformities and improvement requests shall be logged on **F 2.09** and **F 2.19** respectively and forwarded to the Quality Manager. All risks identified shall be communicated to the Quality Manager for input in the MAURITAS Risk Register.

5.1.3 The Quality Manager shall allocate a unique code to the **F 2.09** or **F 2.19** and shall assign the responsibility to determine and take actions to the most appropriate person and agree on a deadline for completion of the corrective actions or agree on a new deadline if more time is needed to complete the corrective actions.

5.1.4 The Quality Manager shall review the status of the improvement requests and the nonconformities on a monthly basis to track those that are still opened. The Technical Staff will be informed on a monthly basis by the Quality Manager through mail regarding the improvement requests and nonconformities which are still open and they will be required to implement the necessary actions in a timely manner.

5.2 Non-Conformities raised during internal audits

5.2.1 In cases of non-conformities raised during internal audits, the code is given by the auditor and the responsible person for determining and taking actions within an agreed deadline is the auditee.

5.2.2 The responsible person shall report back on the nature, root cause of the non-conformities, his intention for completion of corrective actions and their implementation in a timely manner. The filled **F 2.09** is then forwarded to the Director for approval through the Quality Manager.

5.2.3 The responsible person shall record the results of the actions taken. He/She shall report on the status of the corrective actions to the Quality Manager to ensure verification of effectiveness of the same by the auditor/MAURITAS staff reporting the non-conformity.

5.2.4 The Quality Manager shall monitor the completion, implementation and adequacy of corrective actions and shall arrange for additional audits when this is considered appropriate.

Note: Corrective action may be necessary at more than one level. The most immediate action is correction of the particular incident recorded but there may be an underlying reason why the failure occurred which could lead to other failures of a similar nature. Finally, there may be deficiencies in the management system that allowed the underlying problem to remain undetected. The Quality Manager may, therefore, have to assign different corrective actions to different people, each having its own deadline.

5.3 Improvement Request

5.3.1 The improvement proposed shall be recorded along with the relevant justification and submitted to the Quality Manager who will give a code to the filled form and assign a responsible person to take action on the request. The latter shall indicate his/her intention for completion of corrective actions and their implementation in a timely manner.

5.3.2 The filled **F 2.19** is then forwarded to the Director for approval through the Quality Manager.

5.3.3 The responsible person shall take the necessary corrective actions within his/her set target date and shall record the results of actions taken. He/She shall report on the status of the corrective actions to the Quality Manager to ensure verification of effectiveness of the same by the auditor/MAURITAS staff reporting the Improvement Request.

5.3.4 The Quality Manager shall monitor the completion, implementation and adequacy of corrective actions and shall arrange for additional audits when this is considered appropriate.

5.4 Risk identification

5.4.1 Risks identified are communicated to the Quality Manager who updates the MAURITAS Risk Register.

5.4.2 After consultation with the Director, the Quality Manager shall call for a meeting or wait for the six monthly scheduled meeting to evaluate the risk identified.

5.4.3 Based on the severity of the risks, actions/opportunities for improvement will be discussed and agreed within a specific time frame so that the risk is mitigated.

6. Related forms

6.1 Corrective Action Form, **F 2.09**

6.2 Improvement Request Form, **F 2.19**

6.3 MAURITAS Risk Register

Appendix A: Amendment Table

SN	Section	Amendment
1.	5.1.3	'of thecorrective actions.' has been added at the end of the sentence
2.	5.1.4	A new 5.1.4 has been added
3.	5.4.3	'opportunities for improvement' has been added after 'actions'