



MAURITAS

P5

Procedure for Corrective Action,
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 nonconformity and deal with the consequences.

4.2 Corrective actions

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

4.3 Risk

Effect of uncertainty on objectives.

5. Implementation and follow-up of corrective actions for nonconformities and improvement requests

5.1 General

5.1.1 Each member of the MAURITAS staff, Advisory Council, Accreditation Committee, Appeal Panels, Technical Advisory Committees, External Assessors, Foreign Assessors and counterparts may raise a finding when they detect departures from the management system or when they recognise deficiencies in that system. Opportunities for improvement/comments may also be identified by the above interested parties.

5.1.2 All nonconformities and opportunities for improvement/comments from peer evaluations 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.

5.2 Nonconformities raised outside internal audits

5.2.1 A unique code will be allocated to the nonconformity as per the table below:

S.N	Type of finding	Coding system	Responsibility	Form to be used
1.	Nonconformities raised outside internal audit	NC followed by the serial number of the finding and financial year e.g. NC/01/2024-2025	Quality Manager	F 2.09

5.2.2 The Quality Manager shall assign responsibility for determining the root cause of the nonconformity and implementing corrective actions to the most appropriate person. A deadline for completion will be agreed upon, or a new one will be set if additional time is required. For specific nonconformities, more than one person may be assigned the responsibility to implement different corrective actions, each having their own deadline. The proposed corrective action and the deadline or the new deadlines are approved by the Director, MAURITAS.

5.2.3 The responsible person shall record the results of the actions taken and shall report on the status of the corrective actions to the Quality Manager to ensure verification of effectiveness of the same by the person reporting the nonconformity.

5.3 Nonconformities raised during internal audits

5.3.1 In cases of nonconformities raised during internal audits, the code is given as described below:

S.N	Type of finding	Coding system	Responsibility	Form to be used
1.	Nonconformities raised during internal audit	Initials of the internal auditor followed by the serial number of the finding and financial year e.g. AB/01/2024-2025	Internal auditor	F 2.09

5.3.2 The auditee will determine the nature and root cause of the nonconformities and actions to be taken. The Head of Section shall identify the person responsible for taking necessary actions. For specific nonconformities, more than one person may be assigned responsibility to implement different corrective actions, each having their own deadline. The responsible person shall promptly report their intended timeline for

completing the 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.

5.3.3 The responsible person shall record the results of the actions taken and shall report on the status of the corrective actions to the Quality Manager to ensure verification of effectiveness of the same by the auditor reporting the nonconformity.

5.4 Opportunities for Improvement/Comments

5.4.1 The opportunity for improvement/comments proposed shall be recorded along with the relevant justification and submitted to the Quality Manager who will give a code to the filled form, as per Table below. A responsible person shall be assigned to take action on the request. The latter shall report on the proposed corrective actions and their implementation in a timely manner.

S.N	Type of finding	Coding system	Responsibility	Form to be used
1.	Opportunities for improvement / Comments	IR followed by the serial number of the opportunities for improvement / comments and financial year e.g. IR/01/2024-2025	Quality Manager	F 2.19

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

5.4.3 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 person reporting the Improvement Request.

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

5.5 Follow-up of corrective actions

The Quality Manager shall meet with the technical staff and review the status of the opportunities for improvement/comments and the nonconformities on a monthly basis to track those that are still opened and to discuss and agree on new deadlines. The Technical Staff shall be informed on a monthly basis by the Quality Manager through mail regarding the opportunities for improvement/comments and nonconformities which are still open, with new deadlines and they will be required to implement the necessary actions in a timely manner.

5.6 Risk identification

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

5.6.2 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.

5.6.3 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.		