1. Purpose

   To define the procedure for handling non-conformance and corrective action which includes identifying and recording non-conformities, determine and implement corrective actions, and ensure corrective actions are carried out incompliance with the established quality management system of Southern Leyte State University.

2. Scope: This procedure covers all personnel of Southern Leyte State University who are responsible in instituting, monitoring, or requesting corrective actions in compliance with established procedure and as per ISO 9001:2008.

3. Reference: QMS – ISO 9001:2008

4. Definition of Terms

   Non-conformity – Non-fulfillment to specified requirement.

   Observation – A matter which the auditor is concerned but which cannot be clearly stated as noncompliance. Observations are opportunities of improvement. Immediate correction/corrective actions shall be taken.

   Correction – An action to eliminate a detected nonconformity.

   Corrective Action – Action to eliminate the cause of a detected nonconformity or other undesirable situation to prevent recurrence.

   Non Conformity report (NCR) – Form use for reporting findings of the audit, corrective action including validation of effectiveness of action taken.

   Follow up audit – verification of correction taken which is normally done after the agreed timetable. Validation of corrective action is normally done after a month or so after the implementation of the action.

5. Process Flow

Step No.	Process Flow	Details	Forms	Criteria	Responsible Person
	Start				
1	Identify Non-conformance A	• Identify Non-conformance and fill-up NCR	NCR	Signature of the auditee	Personnel Concerned

2	A Logs NCR	• Logs NCR in the Corrective Action Status Log and Issue to personnel concern	Monitoring Tool		IQA / ILA
3	Implement the action needed	• Implements the planned corrective actions			Personnel Concern
4	Review nonconformity	• Reviews NC through, Sorting out and analyzing data collected for any possible pattern in random nonconformance	NCR	Signature of the Auditee	Personnel Concern
5	Determine the cause of non-conformity	• Performs and conducts root cause analysis to identify the cause of the NC			Personnel Concern QMR/ Issuer
6	Determine Corrective action needed	• Determines corrective action needed to prevent recurrence. • Sets target date of verification	NCR	Signature of the Auditee	Personnel Concern
7	Review effectiveness of action taken	• Reviews and analyzes findings and formulate corrections and corrective actions. Complete NCR form.	NCR	Signature of the QMR	IQA/QMR
8	Update Monitoring Tool	• Updates monitoring tool	Monitoring Tool	Signature of the QMR	IQA / ILA
	End				

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	HANDLING OF NON-CONFORMANCE AND CORRECTIVE/PREVENTIVE ACTION PROCEDURE		