Non-Conformity closure by Client

Procedure Index

Confidentiality Statement

			Mr. Rohit Pandey	Mr. Alok Kumar Tiwari	Mr. Krishna Kumar Shukla
01	00	01.10.2024	**Management Representative-Technical Director**	**CEO**	**Managing Director**
Issue no.	**Rev. no.**	**Document date**	**Prepared by**	**Reviewed by**	**Approved by**

Amendment Sheet

Clause Number & Page Number	Revision Details	Reason for Revision	Control Status		
			Issue No.	Rev. No.	Date

1.0 Purpose

- The purpose of this procedure is to guide the clients certified by CQI, to initiate the corrective action to eliminate the root cause of the nonconformities in order to prevent recurrence.
- The procedure defines the requirements for:
  - ❖ Investigating to determine the root cause for the non conformance.
  - ❖ Initiating corrective action to eliminate the root cause
  - ❖ Monitoring the effectiveness of implementation of corrective action.
    - ➢ Maintaining the results of corrective actions taken.

2.0 Scope

- It is applicable to all Non-Conformities identified during Document review, stage-I, Stage-II, Surveillance audit, and any other special audit.

3.0 Definitions & Abbreviations

3.1	Top Management	:	Governing body of the organization made of MD/Director & EC
3.2	MD	:	Managing Director
3.3	CAR	:	Corrective Action Request
3.4	CQI	:	CQI Certification Pvt. Ltd.
3.4	MR	:	Management Representative.
3.5	CA	:	Corrective Action
3.6	Non conformance	:	It is the deviation from the defined criteria. It is a result of not complying with the requirements.
3.7	Corrective Action	:	Action taken to eliminate the root cause of the non conformance.

4.0 Reference Documents:

Doc Name	Doc No	Rev No	Rev Dt.	Retention Period
Non-Conformity Closure Report	CQI-QF-46	00	01.10.2024	5 Years

5. Procedure

- ➢ Non - Conformity Identified by CQI through following sources:
  - Document Review
  - Stage I Audit
  - Stage II Audit
  - Surveillance Audit
- ➢ Initiate Corrective Action Request and submit to the Client
- ➢ Define the problem / Non-Conformity
- ➢ Identify Cross Functional Team to Solve the problem.
- ➢ Process Owner to initiate interim Short-term Containment action.
- ➢ Verify effectiveness of Containment action
- ➢ Root Cause analysis (System/ Occurrence/ Escape)
- ➢ Verify the Root cause
- ➢ Process Owner selects and implements Corrective Action
- ➢ Process Owner establishes elements to track effectiveness of C.A.
- ➢ Verify the effectiveness of C.A.
- ➢ Horizontally deploy C.A. in other areas / processes & close the corrective action request
- ➢ Update all other Procedures/Work Instructions.
- ➢ Submit the CAR's along with supporting Documents.
- ➢ Verification of CA by CQI auditor (Surveillance / Follow up Audit).

- Close the CAR and forward to CQI office along with audit report

IAF MD 22:2023 Requirements:

CQI is detailing the actions to be taken in the event that it discovers a non-compliance with relevant regulatory requirements. It includes a requirement that any such non- compliances are immediately communicated to the organization being audited.