

**ENVIRONMENTAL MANAGEMENT
PROCEDURE FOR
NON-CONFORMITIES, CORRECTIVE
AND PREVENTATIVE ACTIONS**

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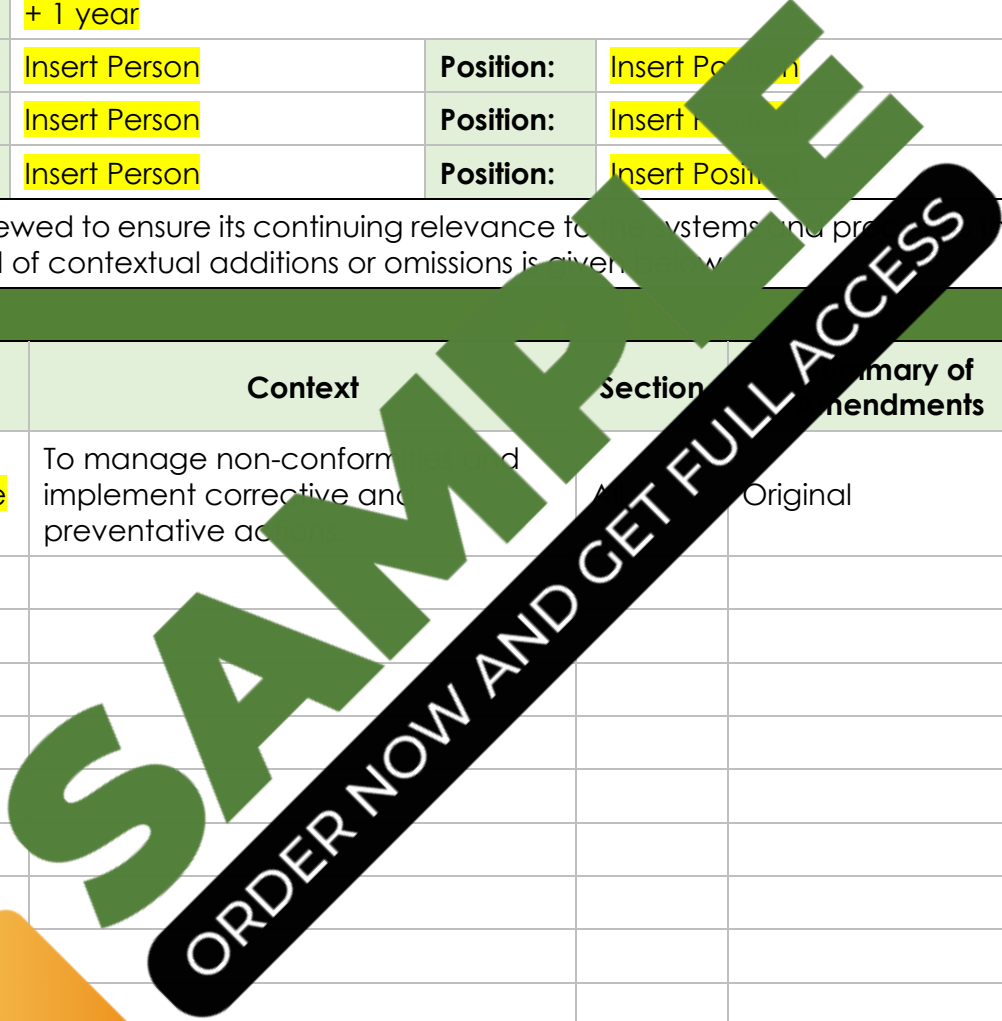
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1. APPROVAL

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This procedure is reviewed to ensure its continuing relevance to the systems and processes that it describes. A record of contextual additions or omissions is given below.			
Amendment Record			
Version	Date	Context	Summary of amendments
1.0	Insert Date	To manage non-conformities and implement corrective and preventative actions	Original
The latest revision of this procedure is on Insert Your Company intranet site. It is the responsibility of the individual to ensure that any hardcopy is the current revision. A printed version of this procedure is uncontrolled, except when provided with a document title and revision number in the field below and marked as 'Controlled Copy'.			
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2. PURPOSE

The purpose of this procedure is to establish the process for identifying, documenting and analyzing non-conformities and mitigating their impacts by applying appropriate corrective or preventative actions.

Records of actions, including assignment of responsibility and appropriate timeframes will be maintained for non-conformities in products, services or processes. This allows for the tracking of action status until corrected, closed out and verified as effective.

3. SCOPE

This procedure applies to all non-conforming products, services, processes and aspects of our environmental management system, including:

- Processes producing negative results and defective outputs.
- Products received from suppliers which are found to be non-conforming.
- A product or service provided from an external source that does not comply with the requirements of the purchase order or contract.
- Processes that may be identified as being non-conforming.

4. TERMS AND DEFINITIONS

Term	Definition
Audit	A systematic, independent and documented process for obtaining evidence and comparing it to a set of standards and criteria to determine the extent of compliance.
Corrective Action	Action taken to eliminate the cause of an identified non-conformance to the environmental management system.
Environmental Assurance	A part of environmental management that is focused on providing confidence that environmental requirements are fulfilled.
Inspection	A document detailing a systematic approach to inspecting and testing a system, service or product.
Non-Conformance Report	A report that documents the details of a non-conformance identified in an audit or other process review.
Process	A set of interrelated or interacting activities which uses inputs to deliver outputs.

5. ROLES AND RESPONSIBILITIES

Managers are responsible for:

- Determining the root cause of non-conformities.