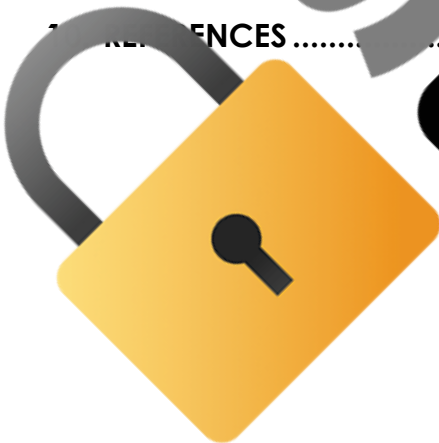


**HEALTH, SAFETY, ENVIRONMENTAL
AND QUALITY MANAGEMENT
PROCEDURE FOR NON-
CONFORMITIES, CORRECTIVE
AND PREVENTATIVE ACTIONS**

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1. APPROVAL

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Document:	HSEQ-MP-11 – Non-Conformities, Corrective and Preventative Actions		
Version:	1.0		
Released:	Insert Date		
Review Date:	+ 1 year		
Prepared By:	Insert Person	Position:	Insert Position
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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 in the Amendment Record.			
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 aspect of our HSEQ management system, inclusive of:

- 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 and/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 evaluating its conformity to a set of standards and requirements to determine the extent of compliance.
Continual Improvement	Recurring activity to enhance performance.
Corrective Action	An action to eliminate and control the cause of an identified non-conformance to the HSEQ management system.
Inspection	A document detailing a systematic approach to inspecting (measuring) 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.
Quality Assurance	A part of quality management that is focused on providing confidence that quality requirements are fulfilled.
Quality Control	Operational techniques and activities which achieve and sustain the quality of products or services, and the use of these techniques and activities to satisfy given requirements.