

Procedure	8.0 EMSP Nonconformity, corrective action and preventive action
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8.0 Nonconformity, corrective action and preventive action

1. Purpose

To identify, establish, implement, document and maintain a procedure to deal with actual and potential nonconformities arising from any of the activities or processes within the scope of the EMS and for taking corrective and preventive action.

2. Scope

- If activities do not comply with the requirements of the ISO 14001, or the legal requirements a non conformance is recorded.
- Should a non conformance occur / or a potential non conformance be identified corrective action is carried out to put it right then root causes must be investigated and preventative measures put in place to ensure it does not occur.

3. Responsibility

It is the responsibility of the Sustainability Manager for Waste and EMS to:

- ensure key elements of the EMS are carried out correctly
- ensure results of audits and non conformances corrective actions are analysed and reviewed to ensure the effectiveness of actions taken.

It is the responsibility of the responsible person as defined in the Legal Register to:

- record the results of any preventative/ corrective actions issued forward this to the Sustainability Manager for Waste and EMS
- ensure timescales for corrective actions are adhered to and followed up as necessary.

4. Implementation

Non conformances are recorded in Compliance Checks Template and Report and Audit Checks Template and Report which details:

- details of preventative/corrective action;
- urgency (high/medium/low);
- who action is issued by;
- timeframe agreed;
- employee/department issued to;
- next management meeting (for discussion).

Non conformances are identified through:

- Internal EMS audits, checks, random observations
- Evaluation of environmental performance indicators
- Environmental communications and complaints
- Incidents and Emergencies
- Management Review

The Management Review process will include discussions regarding the appropriateness of actions taken and their overall effectiveness.

Changes to the procedure

Version	Reason for Change	Date
2	Change to reflect merging of Template and Report for both compliance and internal audit checks. Change of terminology from BS8555 to ISO 14001.	August 2011