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## **Procedure for Implementing Corrective Action When Nonconforming Work or Departures from Policies and Procedures Have Been Discovered**

The quality manager will review all discovered nonconformities and bring them to the attention of the appropriate branch manager. The branch manager is responsible for implementing and documenting the root cause and any corrective actions. In some cases it may be necessary for the quality manager to investigate the root cause, take corrective action and prepare documentation relative to specific differences.

Reports covering the results of proficiency sample testing, on-site assessments, quality management system evaluations, and reports summarizing investigations with any corrective action taken, will be maintained in the quality manager's office.

Procedures to follow whenever or however nonconformities are found:

Start with a root cause analysis. This may include:

- Investigate if the test results obtained were properly transferred to the data sheet and the results were input correctly in the database.
- Investigate if all calculations leading to the test results obtained were correct.
- Investigate if the equipment used meets specifications and has been calibrated.
- Investigate if the procedures used to perform the test were correct and followed.

Finish with follow up actions taken. This may include:

- Retraining of the technician
- Repairing, calibrating, and/or replacing equipment
- Prepare a record summarizing follow up action(s) taken.