

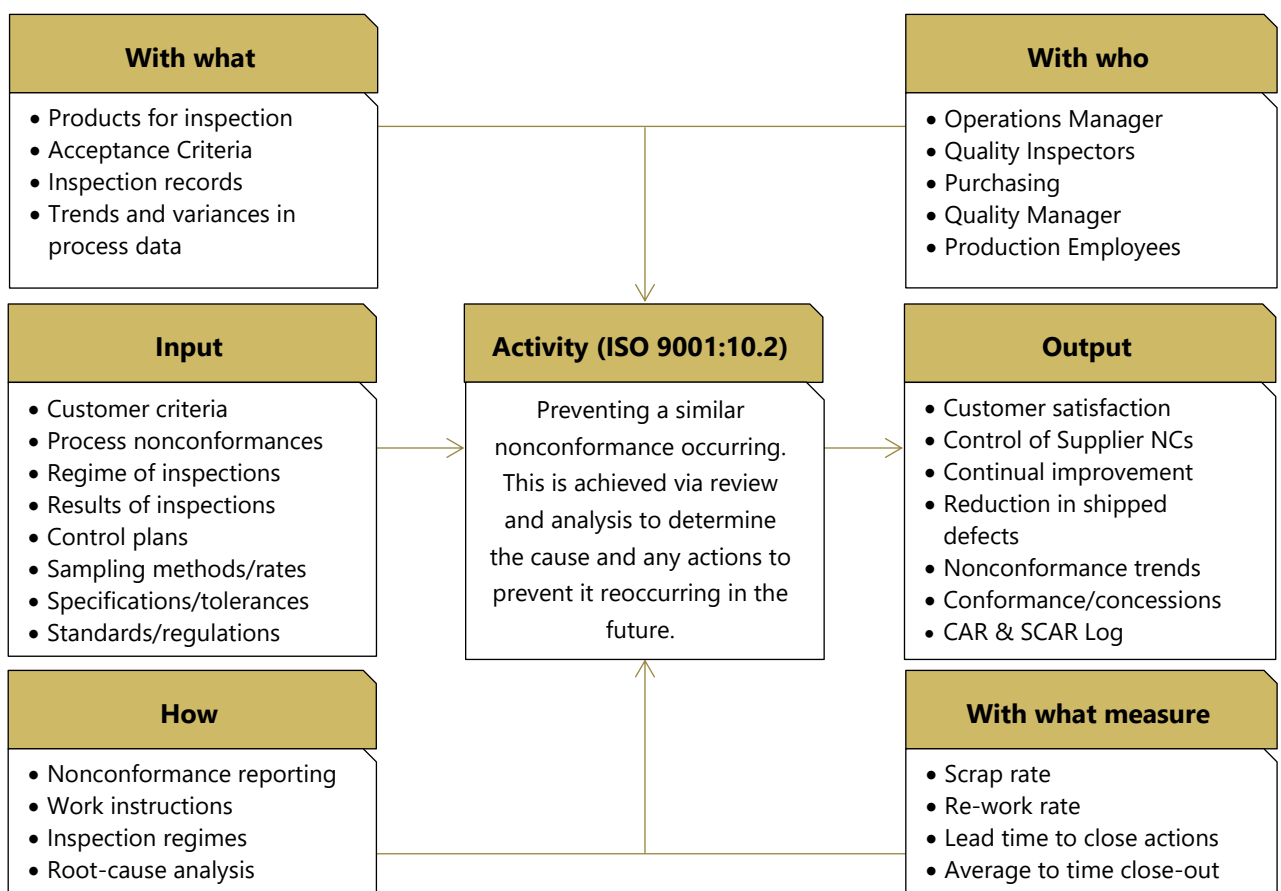
## 1 Nonconformity & Corrective Action Procedure

### 1.1 Introduction & Purpose

This procedure aims to establish the process for identifying, documenting, and analyzing nonconformities and mitigating their impacts by implementing appropriate corrective actions. Your organization's environmental and quality management system is geared toward proactively eliminating actual and potential deficiencies. Repeated nonconformities in products, services, and processes are investigated, and action is implemented to prevent occurrence.

#### 1.1.1 Process Overview

The process overview (turtle diagram) provides internal and external auditors, process owners, and participants an overview of the elements that are required by the nonconformity and corrective action process:



#### 1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 14001:2015	Environmental management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements
BS EN ISO 19011:2018	Auditing management systems	Guidelines for auditing

#### 1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Containment action	Action taken to minimize the effect of the nonconformity on the stakeholder