Justification

This Procedure is written because:	☐ Of the lengthiness of the process.
	☒ Of the complexity of the process.
	☐ The process is routine, but it's essential that everyone strictly follows the rules.
	☒ The process demands consistency.
	☒ The process involves documentation.
	☐ The process involves significant change.
	☒ The process has serious consequences if done wrong.

Organization Details

Organization Name	Cobel Construction Services Nigeria Ltd. - CCS
Organization representative	Francois Bernard
Organization Address	7th Floor	1684 Sanusi Fafunwa Street	V.I. Lagos - Nigeria

Purpose and Scope

The purpose of this procedure is to establish and outline the process for identifying, documenting, analyzing, and implementing corrective actions.

The scope of the corrective action procedure is to analyze and correct non-conformities and to take appropriate action towards the avoidance of repetition.

Input(s)

Common inputs to this procedure are,
- Established processes and procedure documentation,
- Management Plans,
- Non-Conformance Reports,
- Lessons Learned Register.

Output(s)

Outputs of this procedure are:
- Updates to work methodologies,
- Updates to training plans and/or approved material lists (whatever applicable),
- Corrective Action Report,
- Updates to Lessons-Learned Register.

Process

1) Investigate the underlying root cause of the non-conformity.
2) Elaborate and propose appropriate corrective and actions.
3) Agree on corrective action.
4) Implement corrective action (including training/briefing etc.).
5) Verify effectiveness of corrective actions.
6) Prepare the corrective action report and update the Lessons-Learned Register.

Responsibilities

a) The departmental manager of the affected area or his designee is responsible to identify the root cause of occurred non-conformity, to elaborate it and to implement corrective action.

b) The QA/QC manager or his representative with the support of the departmental manager updates records such the NCR register, the Lessons-Learned Register and verifies that corrective action are effective. He furthermore studies the corrective action and the underlying non-conformity and kicks-off preventive action procedure.

Flowchart:
- Start
- 1.0 Investigate Root Cause (Department Mngr.)
- 2.0 Propose Corrective Action (Department Mngr.)
- 3.0 Agree Corrective Action (Quality Mngr. & Client)
- 4.0 Implement Corrective Action (Department Mngr.)
- 5.0 Verify Corrective Action (Quality Mngr. & Client)
- 6.0 Prepare Corr. Action Report & Update Registers (Quality Mngr.)
- End