
1 Purpose

- 1.1 This procedure has been established to describe the process used by MAS Solutions for the control and analysis of nonconformities and for the initiation, implementation, and verification of any subsequent corrective actions.

2 Responsibilities

- 2.1 It is the responsibility of all employees, contractors and clients to report issues or opportunities to MAS's Management, when noted.
- 2.2 It is the responsibility of MAS's Management to ensure that identified nonconformances are controlled / contained with appropriate corrective action taken as appropriate.
- 2.3 The resolution of such issues shall be facilitated by the Management Representative as specified by this procedure.

3 General

- 3.1 MAS's Management Representative will review identified issues to determine if formal corrective action is necessary to prevent the recurrence of a significant nonconformance.
- 3.2 Reviews of process and/or work operation records and procedures may also indicate potential areas of concern that could be addressed prior to a nonconformance occurring.
- 3.3 Once the need for formal action has been established, the issue will be assigned by MAS's Management Representative to the appropriate function to determine the actions necessary to address the issue.
- 3.4 A Root Cause investigation is required for all issues. MAS considers "5 Why" as the standard methodology to be used in this investigation, however other methods may be used as appropriate and/or agreed upon with the client.
- 3.5 After working with the responsible party to determine the actions needed to eliminate the identified root cause, the Management Representative will monitor the implementation of these actions to ensure that the desired results are achieved and the root cause eliminated.
- 3.6 Any actions taken will be verified by the Management Representative to ensure their effectiveness and documented on the appropriate form. Once effectively implemented, the Management Representative will then identify the issue as closed.
- 3.7 Inadequate responses will be returned to the responsible party for further information and action.
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4 Control of Nonconformances

- 4.1 Where deficient personnel, processes or services are identified, MAS shall take appropriate action to contain the impact of such deficiencies, as well as to prevent further use.
- 4.2 Action taken by the organization may include re-performing any work affected, as well as re-training or re-assignment of personnel, as appropriate.
- 4.3 Where a nonconformance is identified by MAS after services have been provided, MAS shall make notifications to the client as appropriate.

5 Corrective Action

- 5.1 MAS' Management Representative will review identified issues to determine if formal corrective action is necessary to prevent the recurrence of significant nonconformance.
- 5.2 Such corrective action shall be documented using a Corrective Action Request (CAR) (Form 1020.1) and logged (Form 1020.2) for tracking and reporting. *CAR forms should be completed within 30 days of issuance, with the exception that final verification shall be as appropriate to the issue under consideration.*
- 5.3 CAR information shall include root cause, any short term "containment" action and action taken to prevent recurrence. Long-term action should address, and be appropriate to, eliminating or mitigating the root cause identified.
- 5.4 Corrective Action will be verified by the Management Representative to ensure its effectiveness. This verification will be documented on the CAR form by the Management Representative and include details of any subsequent actions taken.
- 5.5 CAR forms should be completed within 30 days of issuance, with the exception that final verification/closure shall be performed as appropriate to the issue under consideration.

6 Records of the results of action taken

- 6.1 All records shall be maintained in accordance with BMS.0750, *Documented Information*.
- 6.2 Supporting documentation should be included as necessary to assist in the documentation of the issue(s) and to support any actions taken or subsequent verifications performed.
- 6.3 Corrective Action records will be made available as a source of information for use during MAS's Management Review.

7 Revision History

Revision	Date	Description of Change	Approval
0	11/01/15	Initial Release	SR