	<b>BUREAU OF ANIMAL INDUSTRY</b>	
	<b>GENERAL PROCEDURES</b>	
	<i>Document Name:</i>	GP BAI-19

## **CORRECTIVE ACTION**

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### **1.0 Objective**

- To appropriately address all identified nonconformities and potential nonconformities in order to prevent recurrence.

### **2.0 Scope**

- This procedure covers all activities from the review of all identified nonconformities and potential nonconformities up to the monitoring of the effectiveness of action taken.

### **3.0 Definition of Terms**

- Concerned Personnel refers to a person or a group of persons responsible for determining appropriate corrective action.
- Initiator refers to the person who prepares the nonconformity report.
- NCAR – Non-conforming Corrective Action Report

### **4.0 Records**

- R-BAI-43 NCAR File
- *PL BAI-08 Risk Register (FMEA)*
- *PL BAI-09 Risk Register (PPA)*
- *PL BAI-10 Opportunities Register*

### **5.0 References**

- ED BAI-01 PNS ISO 9001:2015 Quality Management System- Requirements

### 6.0 Process Flow

PROCESS	RESPONSIBILITY	DETAILS
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">Review Nonconformities (NC)</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Concerned Process Owners	<ul style="list-style-type: none"> <li>• Sources of information for corrective action may include the following:               <ul style="list-style-type: none"> <li>○ customer complaints</li> <li>○ nonconformity reports</li> <li>○ internal audit reports</li> <li>○ outputs from management reviews</li> <li>○ outputs from data analysis</li> <li>○ outputs from satisfaction measurements</li> <li>○ relevant QMS records</li> <li>○ process measurements</li> </ul> </li> </ul>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">React to the NC's as applicable</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Concerned Process Owners	<ul style="list-style-type: none"> <li>• Review and analyze the NC</li> <li>• Take action to control and correct the NC's and deal with the consequences accordingly</li> </ul>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Investigate the Root Cause/s of Nonconformities</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Audit Team	<ul style="list-style-type: none"> <li>• Evaluate the need to eliminate the cause/s of the nonconformity, in order that it does not recur or occur elsewhere               <ul style="list-style-type: none"> <li>○ Investigate / brainstorm using Root Cause Analysis (RCA) tools and techniques which may include any of the following: 5 WHY's, Cause and Effect Analysis, (Fishbone)/ Task/ Change analysis / Control barrier analysis, etc.</li> </ul> </li> <li>• Determine the cause/s of the NC and see if similar NC's exist or could potentially occur</li> <li>• Use GF BAI-60 NCAR to document results of investigation</li> </ul>
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Determine Appropriate Action</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Auditee/ Concerned process owner	<ul style="list-style-type: none"> <li>• Indicate the date of completion for the action/s to be taken</li> </ul>
<div style="border: 1px solid black; width: 20px; height: 20px; margin: 0 auto; text-align: center; line-height: 20px;">A</div> <div style="text-align: center; margin-top: 10px;">↓</div>		



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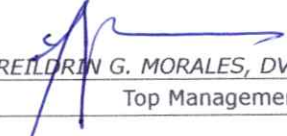
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<p align="center">Evaluate Appropriateness of Identified Action</p>	<p align="center">QMR/Concerned Section Head</p>	<ul style="list-style-type: none"> <li>• Use GF BAI-60 NCAR to document actions to be taken</li> </ul>
<p align="center">Implement Action <i>needed</i></p>	<p align="center">Concerned Process Owners</p>	<ul style="list-style-type: none"> <li>• Use GF BAI-60 NCAR to document follow-up actions implemented</li> </ul>
<p align="center">Monitor and Evaluate <i>effectiveness</i> of Action Taken</p>	<p align="center">Concerned Section Head</p>	<ul style="list-style-type: none"> <li>• <i>Review the effectiveness of the corrective action taken</i> <ul style="list-style-type: none"> <li>○ Use GF BAI-60 NCAR to document results of monitoring and evaluation</li> </ul> </li> <li>• Report the results of action taken during management meetings and management reviews</li> </ul>
<p align="center">Effective</p> <p>YES                      NO</p>	<p align="center"><i>Concerned Section Head</i></p>	<ul style="list-style-type: none"> <li>• If not effective, re-investigate the root cause of non-conformity and implement the appropriate corrective action.</li> </ul>
<p align="center"><i>Identify another corrective action</i></p>	<p align="center"><i>Concerned Section Head</i></p>	<ul style="list-style-type: none"> <li>• <i>Evaluate another course of action to be taken and monitor its effectiveness</i></li> <li>• <i>Use GF BAI-60 NCAR to document results of monitoring and evaluation</i></li> </ul>
<p align="center">Close NCAR</p>	<p align="center">Lead Auditor</p>	<ul style="list-style-type: none"> <li>• When closed, verify the effectiveness of action taken within three months.</li> </ul>
<p align="center"><i>Update Risks and Opportunities Registry</i></p>	<p align="center"><i>Concerned Section Head / Process Owner</i></p>	<ul style="list-style-type: none"> <li>• <i>Review the following and update the risk priority number (RPN) determined during planning, if necessary</i> <ul style="list-style-type: none"> <li>○ <i>PL BAI-08 Risk Register (FMEA)</i></li> <li>○ <i>PL BAI-09 Risk Register (PPA)</i></li> <li>○ <i>PL BAI-10 Opportunities Register</i></li> </ul> </li> </ul>

Prepared by:	Reviewed/Approved by:
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