



OEQ Certification Pvt. Ltd. OEQ - Procedure		
Number	: OEQ-QP-23	
Title	: Non-Conformity closure by Client	

Non-Conformity closure by Client


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1.0	<p>Purpose</p> <ul style="list-style-type: none"> The purpose of this procedure is to guide the clients certified by OEQ, to initiate the corrective action to eliminate the root cause of the nonconformities in order to prevent recurrence. The procedure defines the requirements for: <ul style="list-style-type: none"> ❖ Investigating to determine the root cause for the non conformance. ❖ Initiating corrective action to eliminate the root cause ❖ Monitoring the effectiveness of implementation of corrective action. <ul style="list-style-type: none"> ➤ Maintaining the results of corrective actions taken. 				
2.0	<p>Scope</p> <ul style="list-style-type: none"> It is applicable to all non-conformities identified during Document review, stage-I, Stage-II, Surveillance audit, and any other special audit. 				
3.0	<p>Definitions & Abbreviations</p>				
3.1	Top Management : Governing body of the organization made of MD/Director & EC				
3.2	MD : Managing Director				
3.3	CAR : Corrective Action Request				
3.4	OEQ : OEQ Certification Pvt. Ltd.				
3.4	MR : Management Representative.				
3.5	CA : Corrective Action				
3.6	Non conformance : It is the deviation from the defined criteria. It is a result of not complying with the requirements.				
3.7	Corrective Action : Action taken to eliminate the root cause of the non-conformance.				
4.0	<p>Reference Documents:</p> <table border="1"> <thead> <tr> <th>Doc Name</th><th>Doc No</th></tr> </thead> <tbody> <tr> <td>Non-Conformity Closure Report</td><td>OEQ-QF-42</td></tr> </tbody> </table>	Doc Name	Doc No	Non-Conformity Closure Report	OEQ-QF-42
Doc Name	Doc No				
Non-Conformity Closure Report	OEQ-QF-42				

5. Procedure

- Non - Conformity Identified by OEQ during audit
- Initiate Corrective Action Request and submit to the Client.
- Define the problem / non-conformity.
- Identify Cross Functional Team to Solve the problem.
- Process Owner to initiate interim Short-term Containment action.
- Verify effectiveness of Containment action
- Root Cause analysis (System/ Occurrence/ Escape)
- Verify the Root cause.
- Process Owner selects and implements Corrective Action
- Process Owner establishes elements to track effectiveness of C.A.
- Verify the effectiveness of C.A.
- Horizontally deploy C.A. in other areas / processes & close the corrective action request.
- Update all other Procedures/Work Instructions.
- Submit the CAR's along with supporting Documents.
- Verify the effectiveness of CAR by OEQ auditor based on a review of documented information provided by the client, or where necessary, through verification on-site.
- Auditor will close the CAR and forward to OEQ office along with audit report.
- evidence obtained to support the resolution of nonconformities shall be recorded by OEQ.

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- OEQ will inform if an additional full audit, an additional limited audit, or documented evidence (to be confirmed during future audits) will be needed to verify effective correction and corrective actions.