**Process:** Corrective Action

**Purpose**: To evaluate and implement actions needed to eliminate the cause(s) of the nonconformity (ies), in order that they do not recur or occur elsewhere.

Output: Efficient and effective actions taken to ensure that non-conformities do not recur

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| **S/NO.** | **ACTIVITIES** | **INPUTS** | **RISKS** | **RISK LEVEL** | **RISK IMPACT** | **MITIGATION** | **OPPORTUNITY** | **ACTIONS** |
| 1. | Reviewing and analyzing the non-conformity | * Audit Reports and registers stating non-conformities * Process Owners | * Competence in root cause analysis | Medium | High | Assign competent persons for respective tasks | * Use of technology * Adoption of new and best practices in documentation and record management. * Benchmarking | * Monitoring of processes to reduce non-conformities |
| * Complexity of processes | Capacity building on root cause analysis |
| * Ambiguity of non-conformity | Interpretation and proper understanding of non-conformity |
| 2. | Undertaking Corrective action | * Resources   (Human, financial, Physical and environment)   * Process owners | * Corrective action not consistent with nonconformity | Medium | High | * Proper root cause analysis * Sensitization of staff on the procedure for control of records | * Benchmarking on new methods/innovations to improve services and processes | Identification of opportunities to improve on processes |
| * Time constraints | Adequate planning through corrective action plans |
| * Inadequate resources | Resource allocation |
| 3. | Reviewing effectiveness of any corrective action | * Corrective Action Request forms * Documented information * Process Owners * Results of corrective action | Inadequacy of the action taken | Medium | High | Recommendation of the right actions | Capacity building on root cause analysis and implementation of corrective actions | Develop mechanisms for monitoring the efficiency and effectiveness of corrective actions |
| Lack of documented information | Sensitization on documentation requirements |