



**JARAMOGI OGINGA ODINGA UNIVERSITY
OF SCIENCE AND TECHNOLOGY**

DOCUMENT: PROCEDURE FOR CORRECTIVE ACTION

DOC. NO: JOOUST/OP / 05

AUTHORIZED BY: VICE-CHANCELLOR

SIGNATURE:

**ISSUED BY: QUALITY MANAGEMENT
REPRESENTATIVE**

SIGNATURE:

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1.0 Purpose

To ensure that corrective action is undertaken by all functions within the University when a non-conformity occurs and that the corrective action is appropriate and effective to the effects encountered.

2.0 Scope

The procedure covers the corrections of all identified non-conformities in the University.

3.0 References:

- i. ISO 9001:2015 Standard
- ii. JOOUST Quality Manual
- iii. JOOUST/OP/03
- iv. JOOUST/OP/04

4.0 Abbreviations, Acronyms and Definitions

- i. CAR : Corrective Action Request form (in JOOUST/OP/03)
- ii. Corrective Action: Action taken to eliminate cause(s) of an identified non conformity in order to prevent recurrence.
- iii. DVC (AA): Deputy Vice-Chancellor, Academic Affairs
- iv. DVC (RIO): Deputy Vice-Chancellor (Research, Innovation and Outreach)
- v. DVC(PAF): Deputy Vice-Chancellor (Planning, Administration and Finance)
- vi. FHs: Functional Heads (DVCs, Deans, Directors, Registrars, Heads of
- vii. Functions: Operative units within the University such as Divisions, Schools/Departments and Directorates Sections/Units, Chairpersons of Departments)
- viii. JOOUST: Jaramogi Oginga Odinga University of Science and Technology
- ix. QMR: Quality Management Representative
- x. QMS: Quality Management System
- xi. VC: Vice-Chancellor

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5.0 Responsibilities

5.1 Principal Responsibility

The Quality Management Representative shall oversee the effective implementation and supervision of this procedure.

5.2 Other Responsibilities

FHs shall be responsible for the implementation and effective supervision of this procedure.

6.0 Method

6.1 Review and Evaluation of nonconformities

6.1.1 FHs shall in their quarterly departmental meetings review occurring nonconformities identified in their functions as contained in the raised CARs following internal and external audits, audit reports, customer complaints register, departmental corrective action registers and customer feedback register maintained by the Public Relations (PR) Department.

6.1.2 FHs shall evaluate and analyse the non-conformity as identified through the relevant sources

6.1.3 FHs shall determine the cause (s) of the non-conformity and determine if similar non-conformities exist, or could potentially occur

6.1.4 FHs shall implement any action(s) needed to ensure that the nonconformity (ies) do not recur. This shall be recorded in the CAR and in the registers as may be applicable.

6.1.5 A time frame or target date for completion of the corrective action shall also be indicated and signed for by the FH.

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6.2 Evaluating Corrective Action

- 6.2.1 FHs shall review the effectiveness of any corrective actions taken to ascertain its appropriateness to the effects of the non-conformity (ies) encountered
- 6.2.2 FHs shall put in place mechanisms to determine the effectiveness of the corrective action.
- 6.2.3 The mechanisms shall include periodic analysis of complaints, results of course evaluation, observations, internal and external reports.
- 6.2.4 FHs shall update risks and opportunities determined during planning, if necessary
- 6.2.5 FHs shall retain documented information on the nature of non-conformity (ies) and any subsequent actions taken to eliminate them.

6.3 Reviewing Corrective Actions arising from Audits

- 6.3.1 FHs and Internal Auditors shall review corrective actions arising from audits during follow-ups
- 6.3.2 Auditors shall determine the effectiveness of such action and record the details as appropriate
- 6.3.3 Where corrective action has not been completed or action taken is inadequate, the auditor shall raise a supplementary CAR for the non-conformity and a new corrective action proposed by the FH and a time frame set for completion.
- 6.3.4 When non-conformities arising from internal or external audits have been adequately eliminated by the corrective actions, the Auditor or QMR shall remark as such in the CAR form and have the CAR closed out respectively.
- 6.3.5 Corrective action(s) shall also be reported through employer feedback, operative units' reports, non-conformity registers and customer complaint/compliments registers

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