**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 |