

[Organization logo]

[Organization name]

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PROCEDURE FOR THE MANAGEMENT OF NONCONFORMITIES AND CORRECTIVE ACTIONS

Commented [14A2]: If you already implemented ISO 9001, you do not need to duplicate this procedure for ISO 14001 - it is enough to add the marked sections to your existing QMS procedure - please see the comments below.

Commented [14A3]: If you want to find out more about nonconformities and corrective actions, see these articles:

- Environmental Nonconformity Management: How is ISO 14001 different from ISO 9001
<http://advisera.com/14001academy/blog/2014/10/08/environmental-nonconformity-management-iso-14001-different-iso-9001/>
- Corrective and Preventive Actions to Support Environmental Management
<http://advisera.com/14001academy/blog/2014/07/13/corrective-preventive-actions-support-environmental-management/>

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1. Purpose, scope and users

The purpose of this procedure is to describe all activities related to the identification of nonconformities, initiation, implementation, and keeping of records of corrections, as well as corrective actions.

This procedure is applied to all potential and incurred non-conformities related to the Environmental Management System (EMS).

Users of this document are all persons responsible for processes in [organization name].

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2. Reference documents

- ISO 14001:2015 standard, clause 10.2
- Environmental Manual
- Procedure for Internal Audit

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3. Managing non-conformities and corrective actions

3.1. Non-conformities

A non-conformity is any failure to meet the requirements of the standards, internal documentation, regulations, contractual and other planned arrangements of the EMS. Non-conformities can be identified during an internal or external audit, based on results of the management review, after incidents, during normal business operations, or on any other occasion.

An employee who notices a non-conformity must immediately notify [job title], who will record it in the Environmental Nonconformity Record and take action to control it, contain it, and correct it, and to deal with its consequences.

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Commented [14A9]: If you already have ISO 9001, just insert this part into existing procedure for nonconformities and corrective actions.

3.2. Corrective action

A corrective action may be initiated by any employee or (where appropriate) client, supplier, or

Corrective actions must be appropriate to the consequences of occurred non-conformities that can have a negative influence on:

- Environment
- [redacted]
- [redacted]

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By reviewing corrective actions, [job title] ensures that consequences of the corrective action don't have a negative influence on other parts of the system.

[organization name]

3.3. Implementation of corrective actions

A corrective action is implemented in the following way:

Step	Person responsible for implementation
Reviewing non-conformity	[Redacted]
[Redacted]	Process owner together with [job title]
Containment actions that immediately correct non-conformity or prevent recurrence	[Redacted]
[Redacted]	Person responsible for resolving non-conformity
Identifying cause of non-conformity	[Redacted]
[Redacted]	Person responsible for resolving non-conformity
Planning corrective action	[Redacted]
[Redacted]	Person responsible for the area/process where the non-conformity has been identified

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Each of the above steps must be recorded in the Corrective Action Record.

3.4. Corrective actions review

The process owner in charge of enforcing corrective actions defines the deadline for the action effectiveness review. Together with [job title], the process owner conducts corrective action review and, if it's needed, initiates changes to the EMS or new corrective action.

[Redacted]

Effectiveness of all corrective actions must be reviewed during the internal audit.

4. Managing records kept on the basis of this document

[organization name]

Record name	Code	Storage		Responsibility
		Retention time	Location	
Environmental Non-conformity Record	PR.10.1	2 years	[office of [job title]]	[job title]
Corrective Action Record	PR.10.2	2 years	[office of [job title]]	[job title]
Register and Status for Corrective Actions and Non-conformities	PR.10.3	2 years	[office of [job title]]	[job title]

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Commented [14A14]: If the record is in electronic form, write the name of the folder on [job title]'s computer.

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Only [job title] can grant other employees access to the records.

5. Appendices

- Appendix 1 – Environmental Nonconformity Record
- Appendix 2 – Corrective Action Record
- Appendix 3 – Registry and Status of Corrective Actions and Nonconformities