[Organization logo]

[Organization name]

PROCEDURE FOR CORRECTIVE ACTION

Code:	
Version:	
Date of version:	
Created by:	
Approved by:	
Confidentiality level:	

Commented [270012]: All fields in this document marked by square brackets [ ] must be filled in.

Commented [270013]: To learn more about this topic, read this article:

Complete guide to corrective action vs. preventive action https://advisera.com/blog/2021/07/19/complete-guide-to-corrective-action-vs-preventive-action/

Commented [270014]: The document coding system should be in line with the organization's existing system for document coding; in case such a system is not in place, this line may be deleted.

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Change history

Date	Version	Created by	Description of change
	0.1	27001Academy	Basic document outline

Table of contents

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1. Purpose, scope and users

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

This procedure is applied to all activities implemented in the Information Security Management System (ISMS) [Business Continuity Management System (BCMS)].

Commented [270015]: This is to be inserted instead of the ISMS in case the procedure refers exclusively to business continuity management.

Users of this document are all employees of [organization name].

Commented [270016]: Include the name of your company.

2. Reference documents

- ISO/IEC 27001 standard, clause 10.1 and A.5.27
- ISO 22301 standard, clause 10.1
- Information Security Policy
- Business Continuity Policy
- Internal Audit Procedure
- Incident Management Procedure

Commented [270017]: Delete if the procedure refers only to business continuity management.

Commented [270018]: Delete if the procedure refers only to information security.

Commented [270019]: Delete if the procedure refers only to business continuity management.

Commented [2700110]: Delete if you are not implementing business continuity.

Commented [2700111]: If the documentation is written only for business continuity, replace with Incident Response Plan.

3. Corrections and corrective actions

[illegible]

[illegible]

Commented [2700112]: Or BCMS.

[illegible] nonconformity he/she must forward information about that nonconformity to a responsible person, who must make a correction.

3.2. Corrective actions

[illegible] nonconformity and dealing with direct consequences.

Corrective action may be initiated by any employee or (where appropriate) client, supplier or [illegible]

Commented [2700113]: Or BCMS.

[illegible]

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Corrective action is implemented in the following way:

Step	[illegible]
1. Reviewing the nonconformity	[illegible]
2. [illegible]	[illegible]
3. [illegible] exists	[illegible] nonconformity has been identified
4. [illegible] the nonconformity	[illegible] nonconformity has been identified
5. [illegible] to ensure that nonconformities do not recur	[illegible]
6. Implementation of planned actions	[illegible]
7. [illegible] nonconformity	[job title]
8. [illegible]	[illegible]
9. Making changes to the ISMS, if necessary	Person who is in charge of coordinating the ISMS

[illegible]

4. Managing records kept on the basis of this document

Record name	Storage location	Person responsible for storage	Control for record protection	Retention time
Corrective action form	[name of filing folder, in which cabinet] [intranet folder name]	[job title]	After all data has been recorded, any new additions or editing must be disabled	3 years

5. Validity and document management

Commented [2700114]: Or BCMS.

Commented [2700115]: [illegible]

Commented [2700116]: Or BCMS.

Commented [2700117]: E.g. Security Officer or Business Continuity Coordinator.

Commented [2700118]: Or BCMS.

Commented [2700119]: [illegible]

Commented [2700123]: The person appointed for handling the corrective action.

Commented [2700120]: If records are kept in paper form.

Commented [2700121]: If you use an application, then specify the application name.

Commented [2700122]: If records are kept in electronic form.

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This document is valid as of [date].

[illegible] least once a year.

[illegible] considered:

- [illegible]
- [illegible]
- [illegible]

6. Appendices

- [illegible]

[job title]
[name]

____
[signature]

Commented [2700124]: E.g., Business Continuity Manager, Security Manager, Information Security Manager, Compliance Officer, etc.

Commented [2700125]: This is only a recommendation; adjust frequency as appropriate.

Commented [2700126]: Delete this section if you are using an application.

Commented [2700127]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.

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