PROCEDURE FOR HANDLING NON-CONFORMITIES AND CONTROL OF CORRECTIVE ACTIONS

1. OBJECTIVE, SCOPE, AND AUDIENCE

This procedure aims to describe the measures followed by ESSAT for handling non-conformities and managing corrective actions arising from various processes within the Quality Management System (QMS), specifically:

- The hypothetical analysis of causes;
- The definition, planning, and monitoring of actions (including resources) and the evaluation of their effectiveness;
- The recording and closure of actions.

Scope:
This procedure applies to all processes within the QMS, whether the non-conformities are related to products, processes, services, customers, or the QMS itself.

2. REFERENCED DOCUMENTS

- ISO 21001 : 2018,

3. TERMINOLOGIES, ABBREVIATIONS, AND DEFINITIONS

QMS: Quality Management System

QM: Quality Manager

NC: Non-Conformity

CA: Corrective Action

ESSAT: Higher School of Applied Sciences and Technology of Gabès (Ecole Supérieure des Sciences Appliquées et de la Technologie Privée de Gabès)

Non-Conformity: A term used in this procedure, defined by ISO 9000 as follows: "Non-fulfillment of a specified requirement: Standards, practices, procedures, regulations, and management system requirements."

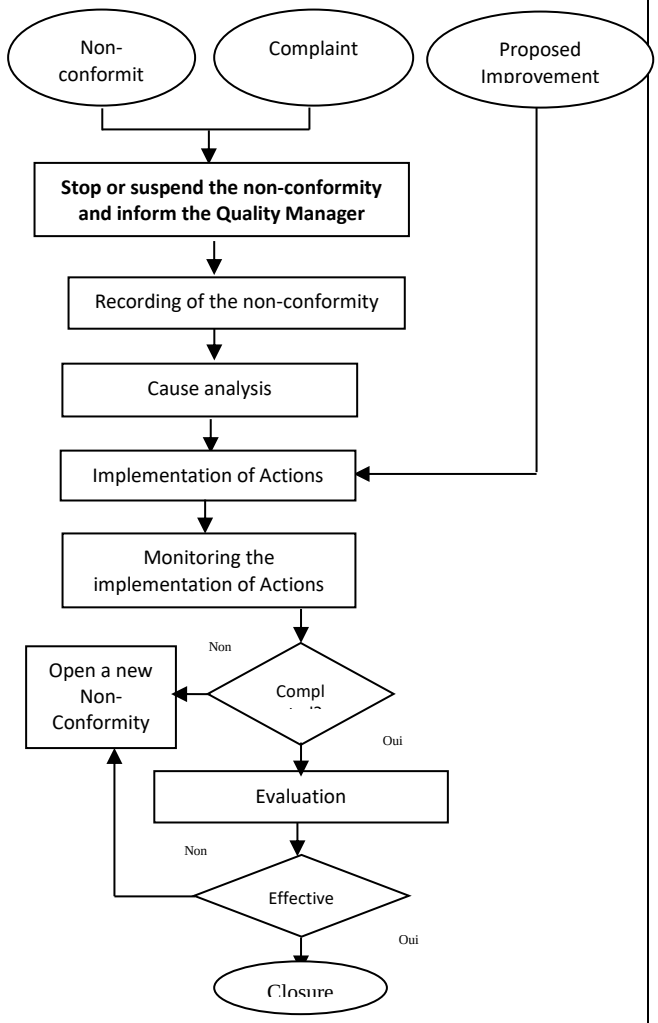
Corrective Action: "Action taken to eliminate the cause of a potential non-conformity or another potential undesirable situation."

1. ROLES ET RESPONSABILITÉS

The Quality Management System Manager and the process leaders ensure the application and implementation of this procedure across all departments and at all levels.
The Quality Management System Manager is responsible for updating this procedure.

2. DESCRIPTION DE LA PROCEDURE

5.1 Logigramme

Who ?	what?	how?	DOCUMENTS
Personnel and Process Leaders QM (Quality Manager) Process Leader/Person Responsible for Action Designated Monitoring Responsible QM (Quality Manager)		- Upon the detection of a non-conformity (NC) by any actor within ESSAT's QMS, the process leader concerned must be informed, along with a description of the detected NC. - Immediate actions decided: - Stop or suspend the cause of the NC. - Inform the Quality Manager (QM) and the relevant process leader. - Record the NC. - The process leader analyzes the NC and proposes actions for addressing the non-conformity. They document the NC (designation of the person responsible for addressing the issue and the person responsible for monitoring the action, along with setting a target date for resolution). A review of the Quality Risk analysis and validation is required. - The QM validates or requests modifications to the action plan and returns it to the process leader, who in turn informs the person responsible for the action and the QM. - The person responsible for treatment proceeds with implementing the decided action. - The person responsible for monitoring ensures the implementation of the action and verifies that the solutions have the desired effect. - The QM monitors all non-conformities. Corrective actions may be initiated if necessary.	***PMQ-IMP-09*** Fiche NC ***PMQ-IMP-17***Registre de suivi des NC ***PMQ-IMP-10*** Plan d'amélioration de la qualité

3. ENREGISTREMENTS

Les enregistrements des NC dans le registre des NC ainsi que leur suivi et archivage se font par l'RMQ.