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MR	OEC-MR-CA-P-01	2015-12-01	0.0
	CORRECTIVE ACTION PROCESS		PAGES 1 of 4

**PURPOSE**

To ensure that the internal audits are planned and implemented to certify whether the activities and the related results comply with planned arrangements and to determine the effectiveness of the QMS.

**SCOPE**

This process is applicable to the QMS of Records Management Company.

**REFERENCE**

None

**RESPONSIBILITY**

Process owner is responsible for determining the root cause of the complaint, determining the action to be taken, and monitoring the implementation of the corrective action.

Management Representative is responsible to monitor the implementation of the corrective, to assert the effectiveness of the actions undertaken, and to log the details of the action in the respective trackers.

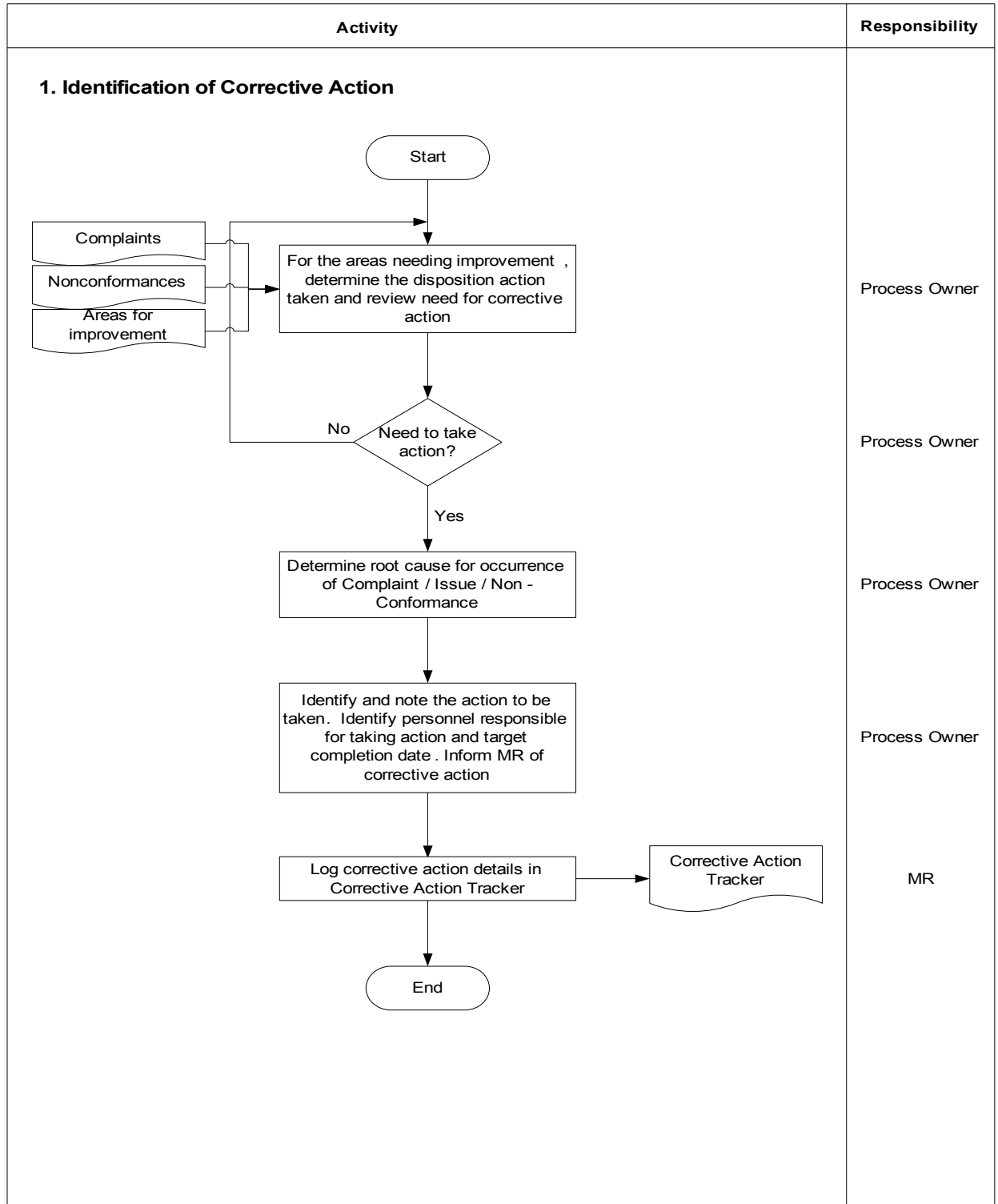
**PROCEDURE / DESCRIPTION OF ACTIVITIES**

Refer to the flow chart for the detailed activity steps

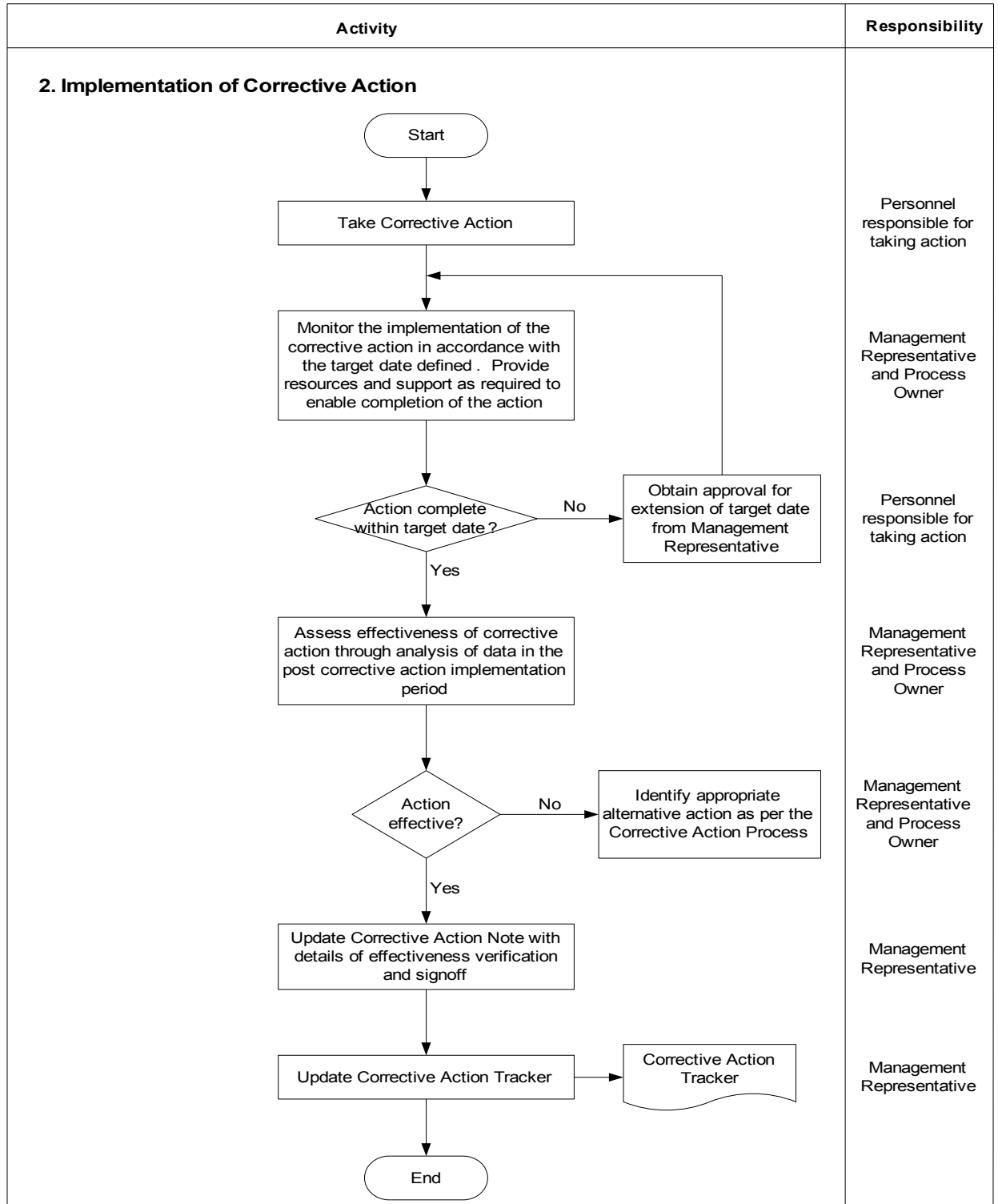
**FORMATS / EXHIBITS**

Record Number	Record Title	File Name	Location of Record	Maintained By	Retention Period
OEC-MR-CA-F-01	Corrective Action Note	Corrective Action Note	MR's office	MR	At least 2 years
OEC-MR-CA-F-02	Corrective Action Tracker	Corrective Action Tracker	MR's office	MR	At least 2 years

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Activity	Responsibility
<p><b>3. General</b></p> <pre> graph TD     Start([Start]) --&gt; Step1[If required, as a result of corrective action, make changes to documents as per Document Control Process]     Step1 --&gt; DC[Document Control]     Step1 --&gt; Step2[Review corrective actions taken at the management review as per Management Review Process]     Step2 --&gt; MR[Management Review]     Step2 --&gt; End([End])         </pre>	<p>MR</p> <p>Management Review Team</p>