

DEPARTMENT		ISSUE DATE	REVISION #
MR	OEC-MR-DA-P-01	2016-09-27	1.0
	DATA ANALYSIS PROCESS		PAGES 1 of 2

**PURPOSE**

To ensure availability of data that would enable improvement, the requirements for data collection are determined. Once determined, data is collected and analysed to demonstrate the suitability and effectiveness of quality management system and then evaluated to identify where continual improvement of the quality management system and **Information Security Management System** can be made

**SCOPE**

Applicable to the analysis of data pertaining to:

- Customer feedback (including complaints)
- Conformance to product/service requirements
- Measurement of product/service and processes
- Internal quality audits

**REFERENCE**

- Customer Feedback Form
- Internal Quality Audit Process
- Measurement Process
- Non-conformance Process

**RESPONSIBILITY**

The overall responsibility for establishing, documenting, implementing and updating this procedure lies with the MR

**PROCEDURE / DESCRIPTION OF ACTIVITIES**

Refer to the detailed flowchart

**ENCLOSURES**

N/A

**FORMATS / EXHIBITS**

S No	Record No	Record Title	File Name/No	Maintained By	Retention Period
1.	---	Records of Data Analysis	Data Analysis File	MR	1 year

DEPARTMENT	OEC-MR-DA-P-01	ISSUE DATE	REVISION #
MR	DATA ANALYSIS PROCESS	2016-09-27	1.0
			PAGES
			2 of 2

