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PURPOSE

To ensure that select opportunities for improvement are identified and necessary actions to meet customer requirements and to enhance customer satisfaction are implemented.

SCOPE

Applicable to all improvement activities required for ensuring service conformity *at the Head office and warehouse located at Dheku.*

Warehouse at Dheku includes core and back-end services like storage, file retrieval, re-file, destruction, scanning, receiving courier and permanent removal of files from storage.

Head office includes centralised processes of Purchase process, Proposal to CIF Process, MR and Leadership and Recruitment and Training Process.

REFERENCE

NA

RESPONSIBILITY

The overall responsibility for establishing, implementing and updating this system lies with the Chief Operating Officer.

PROCEDURE / DESCRIPTION OF ACTIVITIES

1. IMPROVEMENT

1.1. GENERAL

The improvement activities needed to,

- Improve products and services to meet requirements and to address future needs and expectations.
- Correct or reject undesired effects.
- Improve the performance and effectiveness of the quality management system.

1.2. NONCONFORMITY AND CORRECTIVE ACTION

All non-conformances are identified based on verification carried out as defined in the respective operational processes. The non-conformances identified during the different activities and through complaints are recorded in the respective logs as defined in the "Process for Control of Non-conforming Product / Service" for further review.

"Process for Corrective Action (OEC-MR-CA-P-01)" has been established to take corrective action to eliminate the cause of nonconformities in order to prevent recurrence. "Process for Corrective Action (OEC-MR-CA-P-01)" has been established to take corrective action to prevent similar nonconformities by taking action on potential causes and to eliminate potential nonconformities.

The processes defined above shall include:

- Effective handling of customer complaints and reports of service deviations.

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- Investigation of the causes of non-conformity relating to service delivery, process and quality management system and/or as described in analysis of data (section 1.3) and recording the results of the investigation in "Corrective Action Note (OEC-MR-CA-F-01)".
- Determination of the corrective action needed to eliminate the causes of non-conformities appropriate to the magnitude of the cause and its effect and the need for the same.
- Determining the potential nonconformities and their causes and evaluating the actions required (appropriate to the needs and magnitude of problem) to prevent occurrence of nonconformities.
- Application of controls to ensure that corrective action is taken and that it is effective by identifying personnel responsible and fixing target date for completion.
- Records of such corrective actions shall be maintained.

Status on corrective actions for a given period shall be reported to Management Representative that shall be summarised and reported in the Management Review Meeting.

1.3. CONTINUAL IMPROVEMENT

The effectiveness of the Quality Management System shall be continually improved through the following means:

- Review of performance vis-à-vis the quality policy, quality objectives.
- Analysis of data as described.

Appropriate action shall be taken as per the methodology defined in section 1.2 Corrective Actions. The data on the performance, the analysis done and the status of corrective actions shall be discussed during the management reviews to determine the progress on such improvements being initiated and to provide the necessary support and resources. The responsibilities for the specific initiative shall be defined depending on the nature of activities to be carried out.

If the improvement requires a system change then the relevant processes shall be revised and personnel trained as applicable.

RECORDS

Records for the above process are maintained as specified in the processes.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA