



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-05-02

Revision Code: 0

Page 1 of 4

Section: **IMPROVEMENT**

Effectivity Date: 01-19-2018

Subject: **CORRECTIVE ACTION PROCEDURE**

1. PURPOSE:

To ensure that nonconformities of the implementation and operation of QMS are identified and their recurrence prevented.

2. SCOPE:

This procedure covers the identification of nonconformities up to the updating of documents.

3. DEFINITION OF TERMS:

- a. **Correction** – action to eliminate a detected non-conformity.
- b. **Corrective Action** – action addressed to eliminate root cause.
- c. **Non-conformity** – Non-fulfilment of a requirement.
- d. **NCAR** – Non-Conformance and Corrective Action Request

4. RECORD:

TITLE/CODE	LOCATION	RETENTION CRITERIA	RETENTION PERIOD	DISPOSAL METHOD
1. Monthly Performance Reports	QMS Files	NAP R.A.9470	10 years	As per NAP office
2. File of Non-Conformance and Corrective Action Request	QMS Files	NAP R.A.9470	10 years	As per NAP office
3. Logsheets for Non-Conforming Services	QMS Files	NAP R.A.9470	10 years	As per NAP office

5. REFERENCES:

5.1 ISO 9001:2015

Clause 8.7 Control of Non-Conforming Service
Clause 10.2 Nonconformity and Corrective Action

5.2 Any document which supports the implementation of the procedure
Control of Non-conforming Services Procedure

5.3 Related documents linked to the procedure : Corrective Action Procedure

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-05-02

Revision Code: 0

Page 2 of 4

Section: **IMPROVEMENT**

Effectivity Date: 01-19-2018

Subject: **CORRECTIVE ACTION PROCEDURE**

6. PROCEDURE:

ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Any staff</p>	<p>Nonconformities in the implementation and operation of QMS may be identified thru the following:</p> <ul style="list-style-type: none"> • Customer complaint (internal and external) • Evaluation of feedback of clients and interested parties • After conduct of internal audits After evaluation of Supplier performance • Any performance evaluation
	<p align="center">Any staff</p>	<p>Record nonconformities in the Complaints Monitoring Logbook. Contains the following information:</p> <ul style="list-style-type: none"> - Date - Nature of Complaint - Complainant - Applicable Division - Status (Open/Closed)
	<p align="center">Management Team/ Staff Concerned</p>	
	<p align="center">Process Owner</p>	<p>Refer to Complaints Monitoring Logbook, evaluation/feedback of clients and interested parties.</p>

PREPARED BY: MANAGEMENT REPRESENTATIVE *[Signature]*

APPROVED BY: EXECUTIVE DIRECTOR *[Signature]*



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-05-02

Revision Code: 0

Page 3 of 4

Section: **IMPROVEMENT**

Effectivity Date: 01-19-2018

Subject: **CORRECTIVE ACTION PROCEDURE**

ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Process Owner</p>	<p>List possible causes of problems. Record in Complaints Monitoring Logbook.</p>
	<p align="center">Process Owner</p>	<p>Action planning is done by the department to arrive at possible solutions. Use NCAR Form, GEN003.</p>
	<p align="center">Process Owner</p>	<p>Action plans are documented and submitted to the President for review and approval. Refer to the Monthly Performance Reports.</p>
	<p align="center">Process Owner</p>	<p>Monitoring is done through collection of data on nonconformities. MR to monitor if action plans are effective. Results are recorded in the Complaints Monitoring Logbook.</p>

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR



PROCESS MANUAL
BUREAU OF LOCAL GOVERNMENT
FINANCE

BLGF-PM-05-02

Revision Code: 0

Page 4 of 4

Section: **IMPROVEMENT**

Effectivity Date: 01-19-2018

Subject: **CORRECTIVE ACTION PROCEDURE**

ACTIVITY FLOW	RESPONSIBLE	DETAILS
	<p align="center">Process Owner</p>	<p>Refer to Control of Documented Information.</p>
	<p align="center">Document Control Custodian</p>	

PREPARED BY: MANAGEMENT REPRESENTATIVE

APPROVED BY: EXECUTIVE DIRECTOR