



ISO 9001:2015 Certified
CIP/4045/08/06/579

Module VIII: QMS Requirements

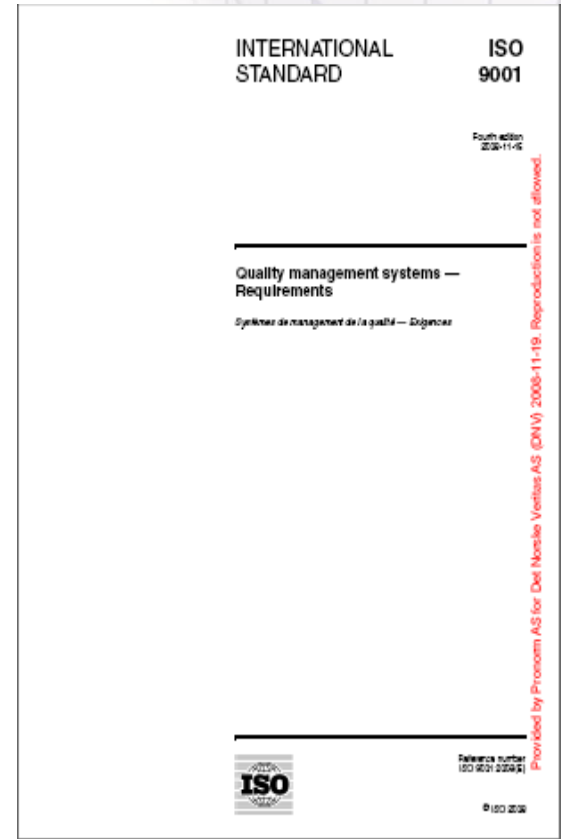
Clause 10: Improvement



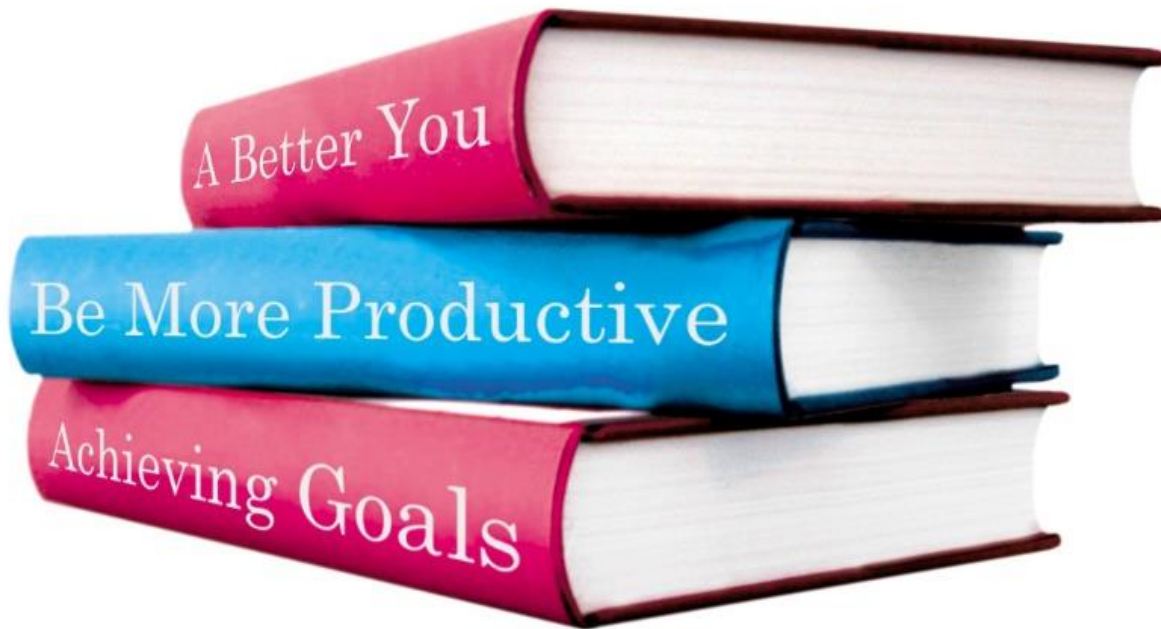
Clause 10: Improvement

10 Improvement

- 10.1 General
- 10.2 Nonconformity and corrective action



New Year's Resolution





Clause 10: Improvement

10.1 General



The organization shall **DETERMINE** and **SELECT** *opportunities for improvement* and **IMPLEMENT** any *necessary actions* to meet customer requirements and enhance customer satisfaction.



Clause 10: Improvement

10.1 General

**DETERMINE and
SELECT
Opportunities for
Improvement
(OFIs)
&
IMPLEMENT
actions**

1

Improving products and services to meet requirements and to address future needs and expectations;

2

Correcting, preventing or reducing undesired effects;

3

Improving performance and effectiveness of the quality management system.

Examples of improvement:

Correction; Corrective action; Continual improvement;
Breakthrough change; Innovations; Re-organization



Clause 10: Improvement

10.2 Nonconformity and corrective action

10.2.1 When a NC occurs, including any arising from complaints, the organization **SHALL**:

1

- REACT TO NONCONFORMITY

2

- CONTROL AND CORRECT or/and
- DEAL WITH CONSEQUENCES

3

- EVALUATE THE NEED FOR ACTION TO ELIMINATE THE CAUSE/S OF NC

4

- REVIEW AND ANALYZE THE NC

5

- DETERMINE THE CAUSES



Clause 10: Improvement

10.2 Nonconformity and corrective action

10.2.1 When a NC occurs, including any arising from complaints, the organization **SHALL**:

6

- DETERMINE POTENTIAL & SIMILAR OCCURENCE

7

- IMPLEMENT ACTION NEEDED

8

- REVIEW EFFECTIVENESS OF CORRECTIVE ACTION

9

- UPDATE RISKS AND OPPORTUNITIES

10

- MAKE CHANGES TO QMS



Clause 10: Improvement

10.2 Nonconformity and corrective action



Corrective actions
SHALL be
appropriate to the
effects of the
nonconformities
encountered.



Clause 10: Improvement

10.2 Nonconformity and corrective action



10.2.2 The organization SHALL retain documented information as evidence of:

- | | |
|------------------------------------------------------------------------|------------------------------------------|
| a. The nature of the nonconformities and any subsequent actions taken; | b. The results of any corrective action. |
|------------------------------------------------------------------------|------------------------------------------|



Clause 10: Improvement

10.3 Continual Improvement

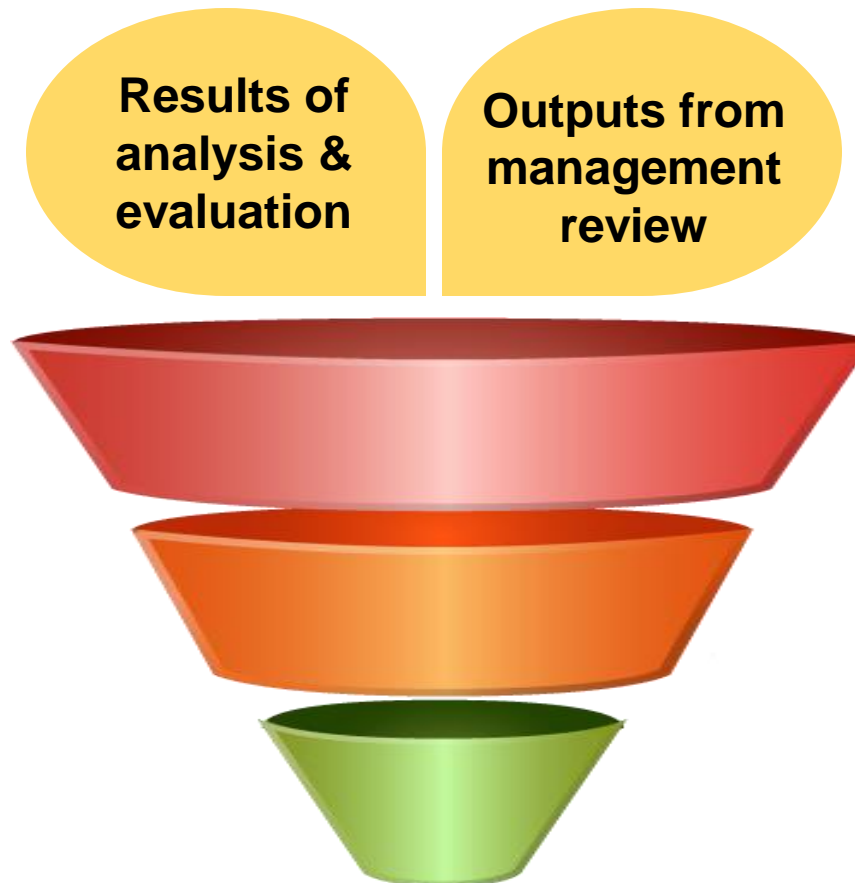


The organization SHALL continually improve the suitability, adequacy, and effectiveness of the QMS.



Clause 10: Improvement

10.3 Continual Improvement



Needs or opportunities to be addressed are determined as part of continual improvement

“**QUALITY** is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”

- William A. Foster

THANK YOU!