ICAO RBIS QMS PROJECT

QUALITY MANAGEMENT SYSTEM

(ISO 9001:2015)

PROCEDURE FOR NONCONFORMITY, CORRECTIVE ACTION AND ERROR ANALYSIS

Document Reference: AFI_AIM_RBIS_QMS_102_PR01_TMP

	AFI AIM RBIS QMS PROCEDURE FOR NONCONFORMITY, COMPLAINT MANAGEMENT, CORRECTIVE ACTION AND ERROR ANALYSIS TEMPLATE

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Revision Record			
Number	Date	Entered by	Supervised by

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1 PURPOSE

This procedure gives a description of the process for dealing with deviations from internal and external requirements of State AIM/AIS through the correction and corrective action process to drive continual improvement.

2 SCOPE

This procedure applies to all the activities within the scope of State AIM/AIS' Quality Management System.

3 REFERENCES

   a. This document covers clause 10.2 of ISO 9001:2015 International Standard.
   b. This document shall be used in tandem with the AIS Manual of Operations.

4 TERMINOLOGIES

Corrective Action	Any remedial action taken to eliminate the cause of a non-conformity that has occurred and prevent recurrence of non-conformity. There can be more than one cause for a non-conformity.
Non-Conformity	Any form of non-fulfilment of internal, regulatory, statutory or customer requirement. It also includes non-conformity to requirements that State's AIM/AIS established for itself.
Correction	Action to eliminate a detected non-conformity. A correction can be made in advance of, in conjunction with or after a corrective action. It can include rework or regrade.

4.1 Abbreviations

AIS	Aeronautical Information Services
AIM	Aeronautical Information Management
HAIM	Head of Aeronautical Information Management/Services
ISO	International Organisation for Standardization
QMS	Quality Management System
NC&CAR	Nonconformity and Corrective Action Request
ATSE	Air Traffic Safety Engineering
AFTN	Aeronautical Fixed Telecommunication Network
NOF	International NOTAM Office
NOTAM	Notice to Airmen
FPL	Filed Flight Plan(s)
AMHS	ATS Message Handling System
TWR	Aerodrome Control Tower or Aerodrome Control

5   RESPONSIBILITIES

HAIM	Has the prime responsibility and approval authority for this procedure as a functioning document for State AIM/AIS.
	Responsible for the provision of resources to facilitate the implementation of corrective actions.
QMS Manager	Coordinates the implementation of this procedure across all units of State AIM/AIS.
	Responsible for reviewing and updating this procedure.
All Managers	Responsible for addressing all nonconformances in their respective units.
All staff	Comply with the requirements of this procedure.
	Report any nonconformity to the immediate supervisor and take correction measures, if required.

6   PROCEDURE DETAILS

1. In support of facilitating continual improvement of the QMS, this procedure addresses nonconformity, identification of root causes of nonconformities, and the required corrective actions.

6.1   Nonconformity and Corrective Action Requests

1. Any officer discovering a nonconformity, relating to an internal problem in their area of operation, shall notify their Senior Officer or Unit Manager.

2. Upon notification, the Senior Officer or Unit Manager shall support the employee to correct it (if within their ability and of urgency) and complete a AFI AIM RBIS QMS Error Tracking Form template, AFI_AIM_RBIS_QMS_FR01_TMP Form.

3. In completing the Form, the following shall be considered to avoid recurrence:

    ◆ Review and analysis of the nonconformity,

    ◆ Determination of the root cause(s) and

    ◆ Determine if similar nonconformities exist or could potentially occur.

4. The Senior Officer or Unit Manager shall endorse the AFI AIM RBIS QMS Error Tracking Form template, AFI_AIM_RBIS_QMS_FR01_TMP and submit same to the QMS Manager.

6.2   Documentation and Follow Up of Corrective Actions

1. After implementation, the completed the AFI AIM RBIS QMS Error Tracking Form template, AFI_AIM_RBIS_QMS_FR01_TMP Form shall be returned to the QMS Manager.

2. The QMS Manager shall update the AFI AIM RBIS QMS Nonconformity and Corrective Action Register, AFI_AIM_RBIS_QMS_102_RG01_TMP and schedule a follow-up on the implemented action.

3. The follow-up shall be undertaken in collaboration with the individual who implemented the action. Documented evidence shall be collected as part of the follow up evaluation process.

4. Periodically, the QMS Manager shall check to see what NC&CARs are due for follow-up.

5. The responsible person shall as per schedule, evaluate the results of the action taken, record the results on the NC&CAR form, indicate if the action was effective and return the NC&CAR form to the QMS Manager.

6. The QMS Manager shall also update the AFI AIM RBIS QMS Nonconformity and Corrective Action Register, AFI_AIM_RBIS_QMS_102_RG01_TMP on the status of the actions implemented.

7. The QMS Manager in consultation with the Senior Officer or Unit Manager determine if updating the risks and opportunities register or changes to the QMS are required as a result of the action implemented.

8. If the corrective action was effective and does not require updating the risks and opportunities or any changes in the QMS, then the QMS Manager closes the corrective action.

9. However, if the action was not effective or necessitates any change in the QMS, a new NC&CAR shall be initiated and the QMS Manager shall update the database. The risks and opportunities register shall be updated when necessary.

10. The QMS Manager shall periodically prepare a summary report of the corrective actions that have been undertaken and update Top Management during Management Review per the AFI AIM RBIS QMS Procedure for Management Review template, AFI_AIM_RBIS_QMS_930_PR01_TMP.

7   RELATED DOCUMENTS AND FORMS

Number	Description
AFI_AIM_RBIS_QMS_FR01_TMP	AFI AIM RBIS QMS Error Tracking Form template,
AFI_AIM_RBIS_QMS_930_PR01_TMP	AFI AIM RBIS QMS Procedure for Management Review template
AFI_AIM_RBIS_QMS_102_RG01_TMP	AFI AIM RBIS QMS Nonconformity and Corrective Action Register
	Occurrence Logbooks
	Manual of Operations