

9.0 IMPROVEMENT

9.1 Improvement

9.1.1 Continual improvement

KSPH&IDCL is committed to continually improve the effectiveness of the integrated management system through the use of the quality and environmental policy, IMS objectives, audit results, analysis of data, corrective and preventive actions and management review.

9.2 Nonconformity and corrective and preventive action – EMS

(ISO 14001 Clause 4.5.3)

Documented procedure has been established and maintained for defining responsibility and authority for handling and investigating nonconformance, taking action to mitigate any impacts caused and for initiating and completing corrective and preventive action. Where required by legislation, this action will include notifying the appropriate regulatory authority and agreeing required corrective action.

Applicable procedure: IMSP 25 - Nonconformity, corrective and preventive action (EMS)

9.3 Corrective action

(ISO 9001 Cl. 8.5.2)

All process owners (functional heads) take action to eliminate the cause of nonconformity in order to prevent recurrence. They ensure that corrective actions taken are appropriate to the effects of the nonconformities encountered. Documented procedure for corrective and preventive action **IMSP-27** defines requirements for

- a) Reviewing nonconformities (including customer complaints)
- b) Determining the causes of nonconformities,
- c) Evaluating the need for action to ensure that nonconformities do not recur,
- d) Determining and implementing action needed,
- e) Records of the results of action taken, and
- f) Reviewing the effectiveness of the corrective action taken.

9.4 Preventive action

(ISO 9001 Cl. 8.5.3)

All process owners (functional heads) determine action required for eliminating the causes of potential nonconformities in order to prevent their occurrence. Preventive actions taken are

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appropriate to the potential problems. Documented procedure for corrective and preventive action – **IMSP-27** defines requirements for

- a) Determining potential nonconformities and their causes,
- b) Evaluating the need for action to prevent occurrence of nonconformities,
- c) Determining and implementing action needed,
- d) Records or results of action taken, and
- e) Reviewing the effectiveness of the preventive action taken.