**Purpose**

This document outlines our process for issuing corrective improvement notices for the management system.

Non-conformances detail a failure to meet specified requirements and the subsequent action/s to implement corrective and preventative actions and may be in the form of:

* Customer complaints (due to poor quality or the company not adhering to the project programme/specification) recorded on a customer complaint form in line with our complaint process.
* Management system failure – an improvement action request
* Any non-conformances raised by the Environment Agency on a routine visit (if required)

**Procedure**

**Improvement action request**

An improvement action request form is used for the following non-conformance when identified;

* Management system failure – an improvement action request

The improvement action request will detail a failure to meet a specified requirement and the subsequent action/s to implement corrections and preventative actions. The responsible Director or Manager for the area will be responsible for corrective and preventive actions; ensuring issues are resolved within any time scales as stated.

**Corrective action / Correction (short term fix)**

An investigation will be carried out to find the cause of the non-conformance and the most appropriate action will be taken to eliminate the cause.

This action will be recorded to ensure it is fixed and rectified at source.

**Preventive action (long-term fix to prevent occurrence / reoccurrence)**

Preventive action is carried out in the form of the review of Management Review Meetings, internal audits and non-conformance documentation, aiming to implement actions to prevent reoccurrence.

This may include the following;

* Impact, aspect, risk assessment / method statement review
* Procedure / system review
* Document review
* Training requirement

**Corrective action review**

A Corrective action review will be carried out during the Management Review Meeting. The effectiveness of actions taken since the last Management review meeting will be analysed. Where actions have not been effective, consideration will be given to alternative measures. The meeting will be documented and personnel nominated against specific target dates if any actions are required.