

This procedure has been completely reviewed. Therefore, no individual paragraphs have been starred (*) to indicate changes.

1. AIM

To define the actions, authority and responsibility within the Company necessary to ensure preventive measures where appropriate are taken to eliminate the causes of actual and potential risks.

2. SCOPE

All activities defined within the QMS.

3. RESPONSIBILITY

All personnel: for raising as opportunities and/or improvement ideas.

Departmental Managers/Supervisors: for investigation and action and follow-up regarding corrective action and liaison with Quality Manager regarding preventive action to be implemented.

4. IMPLEMENTATION AND CONTROL

General

Preventive action may arise as a result of risks during the following:

- (a) Customer Cases
- (b) Customer Returns/Concessions
- (c) During stock checks
- (d) During handling/warehousing
- (e) During processing in production or on site
- (f) During Internal or Third-Party Audit
- (g) During Management Review Meetings
- (h) Discussion in general

Cross References

Goods Inwards Procedure
Storage and Stock Control
Process Control (All)
Control of Non-Conforming Product
Internal Audit Procedure
Management Review Procedure
Cases & Returns