



## **TANZANIA BUREAU OF STANDARDS – MANAGEMENT SYSTEM CERTIFICATION SECTION**

### **MSC/POL/04: POLICY FOR HANDLING NON-CONFORMITIES**

#### **1. INTRODUCTION**

This policy document defines how audit non-conformities are handled by the auditee and verified by TBS MSC prior to making decision, either for certification or for continued certification.

#### **2. GENERAL**

- 2.1 The auditee initiates all necessary corrective actions to prevent recurrence in respect of all non-conformities identified by the audit team.
- 2.2 The auditee determines and records the cause(s) of the non-conformities and the proposed corrections and corrective action(s) as guided by the Corrective Action Request (CAR) form - MSC/SOP/05/F2.
- 2.3 The completion dates of the corrective action(s) are within 30 days and recorded on the CAR.

#### **3. HANDLING MINOR NONCONFORMITIES**

- 3.1 For all the minor nonconformities, the auditee shall submit to TBS MSC proposed corrective action plan(s) within 7 days.
- 3.2 The adequacy of the proposed corrective actions shall be reviewed by the auditor and feedback given to the auditee.
- 3.3 A decision shall only be made after TBS MSC has evaluated and approved the corrective action plan proposed by the auditee
- 3.4 The confirmation of corrective actions and evaluation of their effectiveness shall be conducted at the next audit

#### **4. HANDLING MAJOR NONCONFORMITIES**

- 4.1 For all the major nonconformities, the auditee shall submit to TBS MSC proposed corrective action plan(s) within 7 days.
- 4.2 The adequacy of the proposed corrective actions shall be reviewed and feedback given to the auditee.
- 4.3 A decision shall only be made after TBS MSC has confirmed the corrective actions and evaluated their effectiveness in a close out audit within 30 days.