



## TANZANIA BUREAU OF STANDARDS MANAGEMENT SYSTEM CERTIFICATION

### 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 CB 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 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 date of the corrective action(s) is within 14 days from when the non-conformity was identified and recorded in the CAR form.

#### 3. HANDLING MINOR NONCONFORMITIES

- 3.1 For minor nonconformities, the auditee shall submit to TBS CB proposed corrective action plan within 14 days.
- 3.2 The adequacy of the proposed corrective actions shall be reviewed by the auditor and give feedback to the auditee.
- 3.3 Certification decision shall be made after the CB 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 in the next audit.

#### 4. HANDLING MAJOR NONCONFORMITIES

- 4.1 For major nonconformities, the auditee shall submit to TBS CB proposed corrective action plan within 14 (check with auditors' guide please) days.
- 4.2 The adequacy of the proposed corrective actions shall be reviewed and give feedback to the auditee.
- 4.3 Certification decision shall be made after the CB has confirmed the corrective actions and evaluated their effectiveness in a close out audit within 60 days.

Signed:  .....

Dr. Ngenya A. Y

**DIRECTOR GENERAL**