



Procedure of Resolving Internal Non-conformities and Opportunities for Improvement

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Prepared by:	Reviewed and Approved by:
Quality GM Abdulrahman Mohammad AlAskar	CEO Dr. Adel A. AlKeaid

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1 Purpose

The purpose of this procedure is to determine and manage non-conformities and opportunities for improvement in the Saudi Accreditation Center's (SAC) operations.

2 Scope of Application

This procedure applies to all non-conformities detected by:

- Any of SAC's individuals (employees or team members);
- Internal auditors;
- SAC's clients (complaints, et cetera);
- External auditors (peer assessment).

3 Reference Documents

- ISO/IEC 17011:2017 (Conformity assessment - Requirements for accreditation bodies accrediting conformity assessment bodies)
- IAF/ILAC A3:03/2020: IAF/ILAC Multi-Lateral Mutual Recognition Arrangements: Peer accreditation system evaluation report form based on ISO/IEC 17011:2017

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4.1 Determining Non-conformities and Opportunities for Improvement

4.1.1 Non-conformities, dysfunction, and failure to meet specific requirements for SAC's operation may be determined through internal audit, conformity assessment bodies complaints, peer evaluation, et cetera, and the complaint source is to be identified in Form F-50.

4.1.2 Any stakeholder may propose opportunities for improvement through management reviews or internal audits. This is usually followed by protective actions but not necessarily corrective actions. Form F-50 is to be filled and sent to the Quality GM via email or filled by the Quality GM -in charge of managing resolving cases- in case the proposal was oral.

4.2 Determining Root Causes

The Quality GM shall study and analyze the root causes to find out the reasons leading to non-conformity and ensure their elimination and non-recurrence using Form F-50. Each study may be different depending on the non-conformity type, complexity, impact, and risks.

4.3 Resolving Non-conformities

Upon performing the root cause analysis for each case, an action plan shall be made and recorded, detailing immediate corrections and defining necessary protective and corrective actions; executing agent; and the resolving deadline using Form F-50.

4.4 Checking Case-Control

Upon implementing protective and corrective actions, case-control and the need to take additional actions to ensure non-recurrence shall be checked.

4.5 Reviewing Taken Actions Effectiveness

The Quality GM shall verify the effectiveness of actions taken to close the case. Consequently, either the case and Form F-50 shall be closed, or a new non-conformity case related to the unclosed case shall be opened and reprocessed.