



Calibration Laboratories

Procedure

PRO-05

Feedback and Corrective Action

1. Scope

This procedure applies to all activities covered by HN Calibration Laboratories' accreditation.

2. Purpose

The purpose of this procedure is to provide a mechanism for feedback and initiation of corrective action, when any aspect of HN Calibration Laboratories' calibration work, or the results of this work, do not conform to HN Calibration Laboratories' procedures or the agreed requirements of the client.

3. Procedure

3.1 Feedback

It is the responsibility of **all employees** at HN Calibration Laboratories to inform the Quality Manager, whenever measurement discrepancies are detected or departures from documented policies and procedures occur.

Note: A measurement discrepancy is defined as any situation, which casts doubt on the validity of the results of the current measurement, or the results of previous measurements made by HN Calibration Laboratories.

3.2 Control of Nonconforming Work

The **Quality Manager** is responsible for the management of nonconforming work, including halting of work and withholding of calibration certificates, as necessary.

The **Quality Manager** is responsible for initiating an evaluation of the significance of the nonconforming work, making a decision about the acceptability of the nonconforming work and, if applicable, ensuring that corrective actions are taken immediately.

The **Quality Manager** is responsible for authorizing the resumption of work and release of calibration certificates, as applicable.

3.3 Customer Notification

If customers or data provided to customers have been affected, it is the responsibility of the **Quality Manager** to promptly notify the affected customers in accordance with *section 4.9.1 of the Quality Manual*.

3.4 Corrective Action

Whenever a situation is brought to the attention of the Quality Manager, where measurement discrepancies have been detected or departures from documented policies and procedures have occurred, it is the responsibility of the **Quality Manager** to initiate the appropriate corrective action, by entering the situation in the *Corrective Action Log*.

Further, when an internal or external complaint is received it is the responsibility of the **Quality Manager** (in case of external complaints) or **the member of management** receiving the complaint (in case of internal complaints) to initiate the appropriate corrective action by entering the complaint into the *Corrective Action Log*.

Revision: 0

Date: 2000-10-11

Approved by: Henrik S. Nielsen

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The entry must include a description of the situation, the date the situation was identified, the champion responsible for identifying and initiating the corrective action and the deadline for the implementation of the corrective action.

The procedure for corrective action starts with an investigation to determine the root cause(s) of the problem.

Where corrective action is needed, the champion shall identify potential corrective actions. The champion shall select and implement the action(s) most likely to eliminate the problem and to prevent recurrence.

Corrective actions shall be to a degree appropriate to the magnitude and the risk of the problem.

All required changes resulting from the corrective action investigation are documented in the *Corrective Action Log* and implemented.

It is the responsibility of the **Quality Manager** (or **the member of management** receiving the complaint in case of internal complaints) to follow up with the champion to ensure that the corrective actions receive the proper attention and to monitor the results to ensure that the corrective actions taken have been effective.

The *Corrective Action Log* is on the *Management Review Agenda* to ensure that the corrective actions are timely and appropriate.

3.5 Audit of Affected Areas

If a complaint or any other situation leading to a corrective action log entry raises doubt concerning HN Calibration Laboratories' compliance with internal policies and procedures, or with the requirements of ISO/IEC 17025 or otherwise concerning the quality of HN Calibration Laboratories' calibrations or tests, it is the responsibility of the **Quality Manager** (or **the member of management** receiving the complaint in case of internal complaints) to ensure that the areas of activity and responsibility involved are promptly audited in accordance with *section 4.13 of the Quality Manual*.

References

Quality Manual Section 4.9.1
Corrective Action Log
Management Review Agenda
Quality Manual Section 4.13