

**Company Name**

**Document Reference: #22**

**PC/Pre Document**

**Document Type: Corrections and Corrective - Preventive Action**

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**Corrective action** is the action taken to eliminate the cause of detected non-conformity or other undesirable situation. The procedure for corrective action is managed by Management.

Routine corrections and corrective actions are initiated by authorized personnel as documented in the Food Safety plan and pre-requisite programs. Incidents where corrections and corrective action has been taken are recorded. The corrections and corrective actions taken are reviewed to ensure they are effective. The sources and types of non-conformances are monitored so that adverse trends are recognized and preventative actions taken.

When implementing a corrective action, the time and resource required takes into consideration the significance of the non-conformance.

The process of applying corrective action is as follows:

1. There is an initial review of non-conformance to determine the root cause.
2. The relevant personnel (someone in management) conduct the initial review and determine the corrective action required.
3. Management is responsible for issuing a Corrective and Preventive Action Request from which details the non-conformance and defines the actions required.
4. The corrective action is completed by the relevant personnel and the Corrective and Preventative Action Request form is returned with the action taken recorded in detail on the form.
5. Management confirms that the corrective action has been taken and eliminates the non-conformance. The effectiveness of the actions taken in eliminating or reducing the cause of the non-conformance is reviewed. The Corrective and Preventative Action form is either signed off or another one issued if it doesn't achieve the required end result.

All non-conformances are documented and completed Corrective and Preventative Action Request forms are held on file.

**Corrections** do not need to be recorded as this can be as simple as telling someone to cover their hair completely with the hair net, however, if this is an ongoing occurrence one may need to file a corrective action.

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**Preventative action** is the action taken to eliminate the reoccurrence of a non-conformance. The procedure for preventative action is used when corrective actions to alleviate quality issues may often require more permanent solutions by identifying and eliminating the underlying and/or contributory causes. Preventative actions are usually raised as a result of management review.

Sources of potential non-conformances requiring preventative action include the following:

- Customer Complaint Trends
- Management Review
- Internal Audit Reviews
- Non-conformance Record Review
- PC deviation

The process of applying preventative action is the same as the application of corrective action (5 steps).

Preventative actions are documented on the Corrective and Preventative Action form and held on file.

Reference: Corrective and Preventative Action Form

**END**

<b>Date</b>	<b>Action</b>	<b>Approved By</b>
	<b>New Document</b>	