

## ALL BUSINESSES

### RESPONDING TO QUALITY ASSESSMENT REPORTS

In order to improve the quality of our products and services, our Quality Management Systems, and the standard to which we are certified (BS EN 9001) require we carry out the following actions annually:

- /// Internal audits of each of our sites (including sales offices and laboratories etc.)
- /// Receive audits at each site from the relevant certification body (3<sup>rd</sup> Party Audits)
- /// Top management review of our systems and procedures, customer feedback, quality objectives and risks and opportunities

Each of these events can create actions, in the case of internal & external audit these will be one of three items:

- Major Non-Conformances – potentially show stopping event.
- Minor Non-Conformances – minor infringements on policy and procedure.
- Observations – recommendations for improvement not always requiring response.

All of the above are a prompt to review what we do and create an opportunity to improve the quality of our procedures, operations, and products.

### REQUIRED ACTION AND RESPONSE

The standard requires that we “take appropriate correction and corrective actions without undue delay”

These actions must be documented and include:

- Immediate correction of the nonconforming item
- Investigation of the root cause of the issue
- Implementation of preventive action to minimise reoccurrence

In the case of external audit, we are required to respond by the date given in the assessment report, our response must include details of the root cause of the nonconformity, corrective and preventive action taken and supporting evidence.

### THE IMPACT OF FAILING TO ACTION AUDIT FINDINGS

As well as the potential reduction in material quality and increased risk to our businesses, our 3<sup>rd</sup> Party Auditor can implement the following action

- Certification under review – 6 weekly assessment intervals
- Certification Suspended – Full re-assessment required

Failing to correctly investigate and close out audit findings has the potential to increase risk and decrease product quality and service to our customers