

## Introduction

The company has established documented and implemented a procedure for Preventative Action for the site, which is maintained in order to continually improve the quality management system effectiveness in accordance with international standards and best industry practice.

## Scope

The scope of the procedures for Preventative Action and Improvement includes all products manufactured on site and activities conducted on site.

These requirements are aligned with the policies and objectives of the site and include those of the international standard ISO 9001:2008.

## Preventative Action Procedure

Preventative Action is the action taken to eliminate the cause of a potential non-conformance. The procedure for Preventative action is managed by the Quality Manager. 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 Complaints trends
- Management Review
- Customer Surveys
- Internal audits review
- External audits review
- Laboratory Analysis review
- Quality Control checks review
- Trend Analysis
- Non-conformance record review