

## CORRECTIVE ACTION PLAN

<b>Name of Organisation</b>	Tried and Testing Ltd	<b>Date of Audit</b>	25 <sup>th</sup> December 2008	<b>IMS Reference</b>	TAT01
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NC Ref	Immediate / Remedial Corrective Action (What have you done to correct the specific problem?)	Root Cause Analysis* (What was the root cause of the problem/ how did it occur?)	Long Term Corrective Actions (What action have you taken to stop the problem re-occurring?)	Resp	Due Date
1	<p><i>Supplier sent evaluation questionnaire, received, reviewed and approved them for use, supplier included onto the approved supplier list. A review has been carried out of all current suppliers to ensure that they have been put through the formal evaluation process and they were all found to be compliant.</i></p>	<ul style="list-style-type: none"> <li>• <b>Why</b> was the Supplier evaluation not completed?</li> <li>• <i>The Supplier was not sent an evaluation questionnaire</i></li> <li>• <b>Why</b> was the supplier not sent a questionnaire?</li> <li>• <i>No one was aware of the new supplier.</i></li> <li>• <b>Why</b> wasn't anybody aware of the new supplier?</li> <li>• <i>A new employee introduced the supplier to the system</i></li> <li>• <b>Why</b> did the new employee add the supplier to the system without having them approved?</li> <li>• <i>The employee placing the order with the supplier was not aware of the system in place.</i></li> <li>• <b>Why</b> was the employee not aware of the system in place?</li> <li>• <i>RC-The training system for new employees did not cover this process</i></li> </ul>	<ul style="list-style-type: none"> <li>• <i>A new training programme has been developed for all new employees within the organisation that focuses on specific documented procedures. All employees will be tested against the procedure and a record of the results maintained and identified on the skills matrix</i></li> <li>• <i>The purchasing manager has been given responsibility for the introduction of new suppliers onto the system and will send out all evaluation questionnaires as requested by employees. A roles and responsibility matrix has been produced which covers all activities of the organisation and will define the responsibility for each of the stated activities.</i></li> <li>• <i>The purchasing software has been reviewed and new passwords issued to</i></li> </ul>	Daniel Radcliff	28 <sup>th</sup> February 2009



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		<ul style="list-style-type: none"> <li>• <i>RC-There is no system in place for prompting/stopping an employee from purchasing from someone who has not gone through the approval process</i></li> <li>• <i>RC-There is not a single person responsible for issuing out evaluation questionnaires and subsequent approval onto the system</i></li> </ul>	<p><i>employees with different levels of access to the system. No employee is able to add a new supplier to the system; the system will not allow them to and will display a message. The Purchasing Manager is the only employee who has access to this area. A log has been implemented to record and track any questionnaires sent out to new suppliers and will chase where appropriate.</i></p>		

For IMS Use Only		
CAP Acceptable? Yes / No	Objective Evidence Received? Yes / No / N/A	Objective Evidence Acceptable? Yes / No
Comments / Follow Up Action Required:		
Signed: _____ Date: _____		

\*Please see the IMS Website for guidance on completing this form and Root Cause Analysis. Please allow 2 weeks for certification decision to be made after satisfactory submission of this form and any required evidence.