40 Aberdeen Ave Suite 004, St. John's, NL A1A 5T3, Canada

AltoMaxx Technologies Inc.

CERTIFICATION MANAGEMENT SYSTEM
CORRECTIVE AND PREVENTIVE ACTION
(PROCEDURE)

Prepared By	Approved By	Date
Maria Savage	Chris Haley	April 21, 2020
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1. PURPOSE

The purpose of this procedure is to establish, implement and maintain a system of taking corrective and preventive actions promptly on detected conditions which are adverse to AltoMaxx Technologies service, management system and quality.

2. SCOPE

This procedure is applicable to the AltoMaxx Management System and services including the performance of subcontractors and outsourced services.

3. TERMS AND DEFINITIONS

Correction
Action to eliminate a detected nonconformity.
Corrective (CAR) and preventive action (PAR)
Action to eliminate the cause of a nonconformity and to prevent recurrence.
Preventive action
Action against a potential nonconformity.
Nonconformity (NC)
Non-fulfilment of a requirement

All other applicable as defined in clause 3 of manual.

4. PROCEDURE

4.1 IDENTIFICATION OF NONCONFORMITY

A nonconformity is non-fulfillment of a standard ISO requirement, a requirement of customers or/and regulatory authority and/or internal requirements of AltoMaxx Technologies. Any requirements left unfulfilled shall be reported immediately to the Quality Manager.

4.2 ANALYSIS & ACTION

Analysis of non-conformity corrective and preventive action is taken when identified in:

- Services Subcontracted
- Service Nonconformance Reports
- Nonadherence to the Stipulated Documents and Management System Failure
- Customer Complaints/ Customer Satisfaction Reports
- Internal Audits
- Nonachievement of evaluation plan
- Review of Results of Objectives and Output of Management Review

For nonconformities the Corrective and Preventive action Request shall be raised. The Quality Manager reviews nonconformities (not including customer complaints). Considering the evaluation and costs vs. action taken, random failure, customer satisfaction, time of incident etc.

After analysis of the nonconformities or deficiencies for major or repetitive problems the need for corrective and preventive action is taken as described in the table below;

Sr.	Identified Area	Non-Conformities	Frequency	Action On	Responsibility
1.	Customer Complaints / Market Complaints	Customer Complaint	For All Customer Complaints	Process/ Service	Top Management
2.	Objectives	Not Achieved Against Target	Quarterly and Need Identified By Functional Head	Process/ Service	Top Management / Functional Head
3.	Control Measures	Not achieved	For each certification process	Process/ Service	Quality Manager
4.	Impartiality Threat	Risk to impartiality	For each certification process	Process/Service	Top Management

Note: The respective employee may take corrective and preventive action in areas other than listed above

The results of action taken shall be recorded in Corrective Preventative Action Report (CAR/PAR). The process shall be repeated until the non-conformities are corrected. When a non-conformity is predicted then preventative measures are taken to reduce the nonconformance. After completion of corrective and preventive actions, the Quality Manager reviews the completed form and ensures the actions are taken. The summary of effectiveness of corrective and preventive action shall be discussed and reviewed in a management review meeting and during a committee when required.

4.3 PROCESS FOR FOLLOW–UP OF CORRECTIVE ACTION

The responsible person nominated in CAR/PAR shall implement the proposed actions and is exptected to monitor the effects of the actions. Changes in procedures resulting from corrective and preventive actions shall be implemented and recorded by the Quality Manager.

In case of customer complaints, the COO responds to the client. The investigation results and corrective and preventive measures taken to eliminate the cause of non-conformance may be provided to the customer.

Root cause for non-conformities are mitigated with training, methodology changes, change in documents, inspection methods etc. and recorded in the same form. If the problem is identified and recorded by one department than the report is delivered to concerned departments. Feedback of the results found in the investigation and what action has taken are submitted by the person assigned on the CAR/PAR form. The concerned persons shall be informed of document changes wherever required.

For all internal audits nonconformities (NRC) and corrective action taken are recorded in the same form. This is reviewed by the Quality Manger to ensure effectiveness of the corrective and preventative action. If any major changes in any of the relevant documents are necessary by way of corrective and preventive action, then this shall be done as per the Control of Documents and Records procedure.

Follow-up monitoring is undertaken by the nominated representative and the actions must be implemented in a period of 30 days. The CAR/PAR shall be signed off and closed if the corrective and

preventive actions are satisfactory. If the results are not satisfactory, the new non-conformance observed shall be treated as per this procedure. The Quality Manager shall monitor effectiveness of corrective and preventive action by reviewing the suitability of results.

4.4 CORRECTIVE ACTION VS PREVENTIVE ACTION

The corrective actions are taken against noncompliances which have been already declared as noncompliance to correct the deficiencies. Preventive actions are taken for those areas where the potential noncompliance is identified.

5. REFERENCES

- ISO / DIS 21384-3
- ISO/ IEC 17065
- Procedure for Internal audit

6. RECORDS

1. Corrective and Preventive Action Report