

Quality Management System	POWER GRID COMPANY OF BANGLADESH LTD.					QUALITY PROCEDURES			
	TITLE: PROCEDURE FOR NONCONFORMANCE, CORRECTIVE AND PREVENTIVE ACTION								
Document No:	QP-NCP-1	Revision No.:	00	Effective Date:	01/12/12	Page:	1	of	2

1.Scope: Applies to the whole of POWER GRID COMPANY OF BANGLADESH LTD.

2.Purpose:

This procedure ensures that if and when a nonconforming incident occurs or a complaint is received, the Circumstances are investigated and appropriate short-term corrective action and longer-term preventive action is taken and followed up.

SI No.	Activity (including Check Points)	Ref. Doc.	Responsibility	Freq. / Time	Output
1.0	Plan				
1.1	All staff are responsible for reporting incidents.				
1.2	The Management Representative in conjunction with other managers agrees what corrective & preventive action is required and ensures that the action is taken and is effective.				
1.3	The concerned functional head reports on incidents to management.				
2.0	Incidents Incidents may arise from: <ul style="list-style-type: none"> • A failure to observe Operating Procedures. • An inadequate Operating Procedure. • Unforeseen circumstances, e.g. abnormal operating conditions. • Accidents or other incidents against set safety conditions • Emergencies. • Complaints. 				
3.0	Registering the incident				
3.1	Any person who becomes aware of an incident shall record the details on an Nonconformance/Incident Report and shall fill in the following details:		Incharges at locations		QF-NCP-01
3.2	<ul style="list-style-type: none"> • Origin or location of the incident. • An description of the incident. • Root causes of probable non-conformities are identified • Any immediate corrective action taken to overcome or contain the incident. • Appropriate corrective action • If appropriate, make proposals for long-term preventive action which will prevent a repeat of the incident or similar incidents. These proposals may require a revision to an existing Operating Procedure, or the writing of a new procedure. 				
3.3	The form shall be sent to the Management Representative.		Incharges at locations		QF-NCP-01

Reviewed by (MR):



Approved by (MD):



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4.0	Corrective action The Management Representative shall discuss the incident with the Managing Director and shall agree on the correction to be taken. Then root cause of the incident is found out and appropriate corrective action is decided and action is taken. The effectiveness of the action is ascertained in order to prevent the recurrence of the incidents. The details shall be entered on the Report form, and shall be circulated to the relevant people.		Incharges at locations, MR		QF-NCP-01
5.0	Preventive action The Management Representative shall discuss the incident with the Managing Director and shall agree whether any long-term preventive action is appropriate or not. The details shall be entered on the Report form, and shall be circulated to the relevant people.		Incharges at locations, MR		QF-NCP-01
5.1	Follow up The Management Representative shall in due course check that the preventive action has been completed and that it has been effective, or is likely to be effective, in preventing a repeat of the incident. The form shall then be signed off.		MR		QF-NCP-01
6.0	Reporting to management The Management Representative shall prepare a brief report summarising the incidents, their impact and the resulting action taken and submit it to the management review meeting for discussion.		MR		QF-NCP-01
7.0	Review				
7.1	Implementation is reviewed in Follow up actions until it is effective	QF-NCP-01	MR		
7.2	Minutes of the review meeting on Corrective and Preventive Actions are maintained.		MR		
7.3	Record the result of action taken		MR		
8.0	Procedure for Nonconformance, Corrective and Preventive Action and its effectiveness after implementation will be checked and reviewed during internal audits.		Functional Heads, MR	At least 2 times in a year	Review of record control system
9.0	Review consideration will be raised in MRC Meeting for decision		MR		
10.0	Corrective actions will be taken to improve the system on the basis of review		Functional Heads, MR	At least 2 times in a year	Improvement

Reviewed by (MR):



Approved by (MD):

