

EXAMPLE – Procedure MS-6 - Preventive Action

1 People and Purpose

This procedure applies to the IMS Manager and Chief Operating Officer (COO).

This procedure specifies how to implement preventive action to avoid one or more of the following:

- potential non-conformity;
- potential (contractual or legal) non-compliance;
- potential (customer) complaint;
- potential (information security, business continuity, environmental or health & safety) incident.

This procedure satisfies requirements of ISO 41001, Section 10.3 and ISO 55001, Section 10.2

IMPORTANT If anyone, as a result of an audit, or other event or communication, becomes aware of a potential non-conformity, non-compliance, complaint or incident, he/she must report it to one of the following:

IMS Manager;
Line Manager;
Senior Manager, Officer or Director.

2 Procedure

The IMS Manager or COO does the following.

- (1) Investigates, and discusses with relevant staff the potential non-conformity, potential non-compliance, potential complaint or potential incident, to ascertain what preventive actions may be possible to prevent its occurrence.

- (2) Completes the following form.

Form 6 – Preventive Action

- (3) Notifies details of the actions to all people that must implement them.
- (4) Monitors the implementation of the actions.
- (5) Signs the form when he/she verifies that the actions are completed and effective.
- (6) Reports the details to the IMS Review Meeting, which may decide upon further appropriate preventive actions. Refer to the following procedure.

Procedure MS-5 – IMS Review Meeting