



Mongolia:  
Enhancing Resource  
Management through  
Institutional Transformation



# IMPROVEMENT (CLAUSE 10)

Michel Greaves  
CESO TA MERIT

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## 10.1 GENERAL

- **MEET CUSTOMER REQUIREMENTS & ENHANCE CUSTOMER SATISFACTION**
  
- ✓ **IMPROVE SERVICES & ADDRESS FUTURE NEEDS**
  
- ✓ **CORRECT, PREVENT OR REDUCE UNDESIREDEFFECTS RISKS (6.1 RISKS & OPPORTUNITIES)**
  
- ✓ **IMPROVE PERFORMANCE OF QMS (CORRECTION ACTION, CONTINUAL IMPROVEMENT, BREAKTHROUGH CHANGE, INNOVATION, REORGANIZATION...)**

## 10.2 NON-CONFORMITY AND CORRECTIVE ACTION

NON-CONFORMITY FORM

CORRECTIVE ACTION FORM

TUV LOGO	NON-CONFORMING SERVICE FORM & CORRECTIVE ACTION		Nonconformity #
	Form #		Version #
IDENTIFICATION DESCRIPTION OF THE NON-CONFORMITY			
INVESTIGATION			
IDENTIFY THE CAUSE (5 WHY) (Similar nonconformity exist elsewhere or occur)			
CORRECTIVE ACTION TAKEN (Timelines)			
REVIEW EFFECTIVENESS OF CORRECTIVE ACTION (Later date) UPDATE RISKS AND OPPORTUNITIES (if necessary) UPDATE QMS (if necessary)			
AUTHORIZATION (SIGNATURE DATE)			

## 10.2.2 RETAINED DOCUMENTED INFORMATION

- non-conformity and the action taken
- Results of any corrective action (database, including customer complaints)
- Method used needs to include:
  - Evidence of the review
  - Determination of the cause
  - Verification of effectiveness
  - Update risks and opportunities, if necessary.
  - Necessary change to the QMS, if necessary.

## 10.3 CONTINUAL IMPROVEMENT

- Continually improve the QMS.
- Must consider:
  - Results of analysis and evaluation (9.1.3)
  - Management review (9.3)
- Find out if there are needs or opportunities for continual improvement

## DIFFERENT CONTINUAL IMPROVEMENT APPROCHES:

- EMPLOYEE SUGGESTION PROGRAMS
- KAIZEN
- SIX-SIGMA TOOLS
- 5S
- YOURS?
- TIME AUDITS
- MONTHLY TRAINING AND CROSS TRAINING.



**QUESTION?**