



Mongolia:  
Enhancing Resource  
Management through  
Institutional Transformation



# NON-CONFORMITY SERVICE FORM AND CORRECTIVE ACTION

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TUV AIMAG 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)			



# WORKSHOP ON NON-CONFORMITY SERVICE FORM AND CORRECTIVE ACTION

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- 3 GROUPS (5 PERSONS PER GROUP)
- IDENTIFY A LEADER (FACILITATOR), PRESENTER & SCRIBE
- **NON-CONFORMITY SERVICE FORM AND CORRECTIVE ACTION TO BE KEPT AND REPORTED TO M & E**
- USE THE FORM DISTRIBUTED
- IDENTIFY A REAL NON-CONFORMITY THAT YOU HAVE EXPERIENCED RECENTLY WITHIN YOUR WORK. COMPLETE THE FORM. INCLUDE THE CAUSE AND THE CORRECTIVE ACTION TAKEN.
- 30 MINUTES FOR THE PREPARATION OF THE NON-CONFORMING SERVICE FORM AND CORRECTIVE ACTION.
- 15 MINUTES PER TEAM FOR PRESENTATION .

**QUESTIONS?**