

**SRI LANKA STANDARDS INSTITUTION**  
**MSCS PROCEDURE**  
**PROCEDURE FOR CORRECTIVE ACTION**

**1. PURPOSE**

To ensure that the causes of any nonconformity or deficiency identified within the Management Systems is eliminated in order to prevent recurrence.

**2. SCOPE**

This procedure is applicable only when nonconformities or deficiencies identified within the Management Systems other than by audit.

**3. DEFINITIONS**

- 3.1. SDD(SC) - Senior Deputy Director (Systems Certification) of SLSI  
3.2. MSCO - Management Systems Certification Officer

**4. REFERENCES**

- 4.1. MSC - F 8.2 - 01 - Corrective Action Form.  
4.2. MSC - R 8.0 - 01 - Management Review Records

**5. RESPONSIBILITIES**

- 5.1. Senior Deputy Director – SDD(SC)  
SDD(SC) is responsible for ensuring that corrective actions are taken and are effective.
- 5.2. MSCO  
MSCO is responsible for recording and monitoring the identified nonconformities/deficiencies and ensuring corrective actions are completed.

**6. PROCEDURE**

Task	Responsibility	Related Document
6.1 When a nonconformity or deficiency becomes apparent discuss with SDD(SC).	MSCO	
6.2 Record the details of nonconformity or deficiency in the Corrective Action form and forward to SDD(SC).	MSCO	MSC - F 8.2 - 01
6.3 Conduct a root cause analysis.	SDD(SC)	MSC - F 8.2 - 01
6.4 Determine on Corrective Action needed by evaluating the need for action to ensure that nonconformities /deficiencies do not recur.	SDD(SC)	
6.5 Implement the Actions needed in a timely manner.	SDD(SC) / MSCO	MSC - F 8.2 - 01
6.6 Update Corrective Action records.	SDD(SC)	MSC - F 8.2 – 01
6.7 Review the effectiveness of Corrective Action taken and records.	SDD(SC)	MSC - F 8.2 - 01
6.8 If the Corrective Action is unsatisfactory repeat steps 6.4 - 6.7.	SDD(SC)	
6.9 Table the details of all Corrective Actions at the Management Review Meeting.	SDD(SC)	MSC - R 8.0 - 01