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	DOCUMENT No: BOBS/MSC/01/POL5
DOCUMENT TYPE: POLICY	ISSUE No: 01
FUNCTION: CERTIFICATION UNIT	TITLE: HANDLING NONCONFORMITIES

Botswana Bureau of Standards




BOBS/MSC/01/POL5

Policy on Handling Nonconformities

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2008/08/29
Date of Approval (YY/MM/DD)

Issue No. 01	© BOBS May, 2008	Effective Date: 2008-06-01
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0.0 Introduction

This policy document describes how nonconformities should be handled by the Client, and verified by BOBS prior to submission of any recommendations to the Certification Approvals Committee (CAC).

1.0 General

- The Client shall promptly initiate the planning and introduction of all necessary corrective actions to prevent recurrence in respect of all cases of non-compliance in the system as identified by the audit team.
- The corrective actions shall be carried out as soon as possible or in any event within the period required by BOBS.
- All nonconformities or restraints shall be eliminated or complied with within 90 days for a new certification (i.e. initial audit), failing which BOBS shall carry out a full re-audit of the Client's management system at the Client's expense.

2.0 Minor nonconformities

- The Client shall analyse the root cause and propose appropriate corrective/preventive action as guided by the Corrective Action Report.
- The Client shall then describe the specific correction and corrective/preventive actions taken, or planned to be taken, to eliminate detected nonconformities, within a defined period of time.
- For all the minor nonconformities, the applicant shall submit to BOBS proposed corrective actions and their deadline dates before consideration could be given to the issuance of a certification licence. The adequacy of the proposed corrective actions shall be assessed and feedback given to the applicant.
- The Client shall be informed if an additional full or limited, or documented evidence (to be confirmed during future surveillance audits) will be necessary to verify effective correction and corrective actions.
- Certification shall only then be granted after BOBS has satisfied itself that all corrective actions have been adequately addressed by the Client.

3.0 Major nonconformities

- The Client shall analyse the root cause and propose appropriate corrective/preventive action as guided by the Corrective Action Report.
- The Client shall then describe the specific correction and corrective/preventive actions taken, or planned to be taken, to eliminate detected nonconformities, within a defined period of time.
- In the case of initial audit, a major nonconformity which would not have been corrected during a follow-up audit shall render the Client not eligible for the issuance of a certification licence. A detailed corrective action plan would then be required, followed by an additional full or limited audit, or documented evidence to verify effective correction and corrective actions.
- In the case of certified organizations, a major non-conformity can result in suspension or termination of certification. A full re-assessment shall be carried out to uplift the suspension.

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