	BUREAU OF ANIMAL INDUSTRY	
	GENERAL PROCEDURES	
	<i>Document Name:</i>	GP BAI-19
CORRECTIVE ACTION		Rev. No.: 03 April 30, 2021 Page: 1/3

1.0 Objective

- To appropriately address all identified nonconformities and potential nonconformities in order to prevent recurrence.

2.0 Scope

- This procedure covers all activities from the review of all identified nonconformities and potential nonconformities up to the monitoring of the effectiveness of action taken.

3.0 Definition of Terms


- Concerned Personnel refers to a person or a group of persons responsible for determining appropriate corrective action.
- Initiator refers to the person who prepares the nonconformity report.
- NCAR – Non-conforming Corrective Action Report

4.0 Records

- R-BAI-43 NCAR File
- PL BAI-08 Risk Register (FMEA)
- PL BAI-09 Risk Register (PPA)
- PL BAI-10 Opportunities Register

5.0 References

- ED BAI-01 PNS ISO 9001:2015 Quality Management System- Requirements

	BUREAU OF ANIMAL INDUSTRY	
	GENERAL PROCEDURES	
	Document Name:	GP BAI-19
	CORRECTIVE ACTION	
		Rev. No.: 03 April 30, 2021 Page: 2/3

6.0 Process Flow

PROCESS	RESPONSIBILITY	DETAILS
<div style="border: 1px solid black; border-radius: 10px; padding: 5px; width: fit-content; margin: 0 auto;">Review Nonconformities (NC)</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Concerned Process Owners	<ul style="list-style-type: none"> • Sources of information for corrective action may include the following: <ul style="list-style-type: none"> ○ customer complaints ○ nonconformity reports ○ internal audit reports ○ outputs from management reviews ○ outputs from data analysis ○ outputs from satisfaction measurements ○ relevant QMS records ○ process measurements
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">React to the NC's as applicable</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Concerned Process Owners	<ul style="list-style-type: none"> • Review and analyze the NC • Take action to control and correct the NC's and deal with the consequences accordingly
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Investigate the Root Cause/s of Nonconformities</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Audit Team	<ul style="list-style-type: none"> • Evaluate the need to eliminate the cause/s of the nonconformity, in order that it does not recur or occur elsewhere <ul style="list-style-type: none"> ○ Investigate / brainstorm using Root Cause Analysis (RCA) tools and techniques which may include any of the following: 5 WHY's, Cause and Effect Analysis, (Fishbone)/ Task/ Change analysis / Control barrier analysis, etc. • Determine the cause/s of the NC and see if similar NC's exist or could potentially occur • Use GF BAI-60 NCAR to document results of investigation
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Determine Appropriate Action</div> <div style="text-align: center; margin-top: 10px;">↓</div>	Auditee/ Concerned process owner	<ul style="list-style-type: none"> • Indicate the date of completion for the action/s to be taken
<div style="border: 1px solid black; width: 20px; height: 20px; margin: 0 auto; text-align: center; line-height: 20px;">A</div> <div style="text-align: center; margin-top: 10px;">↓</div>		



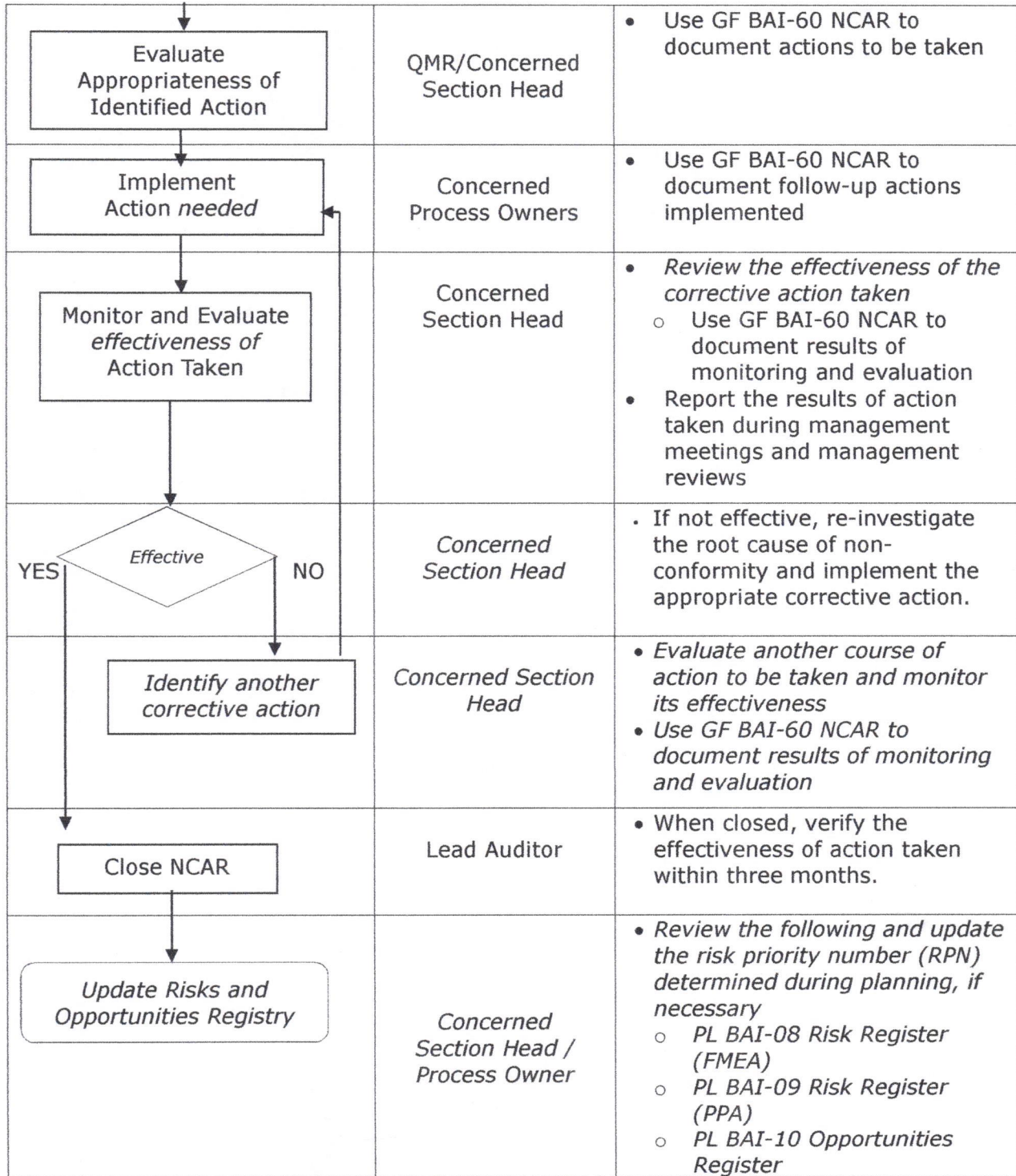
**BUREAU OF ANIMAL INDUSTRY
GENERAL PROCEDURES**

Document Name:

GP BAI-19

CORRECTIVE ACTION

Rev. No.: 03
April 30, 2021
Page: 3/3



Prepared by:

Reviewed/Approved by:

MYRNA D. BALDECAÑAS, DVM
Lead Auditor

REILWIN G. MORALES, DVM, MVPHMgt.
Top Management