

CONTROL OF REVISIONS

Initial Emission – 2014/03/02

Revision 01 – 2014/06/01: Revision in item 3 with inclusion of details of actions to be taken for detected non-conformances

1 - OBJECTIVE

To establish the basis for the corrective action and improvement processes, considering the treatment of non-conformances and complaints as well as the corresponding corrections, corrective actions and improvement.

2 – RESPONSIBILITIES

Quality Manager

3 – CONTROL OF NONCONFORMING SERVICE

Services not complying with the requirements are identified and controlled. All employees have access to the form F23 and should record deviations detected in its area, sending the completed form to the Quality Manager, responsible for controlling the actions resulting from the record of non-compliance.

The corrective action must be taken immediately by the area where non-compliance was detected, recording the action in the form F23.

To detected non-conformances, the following actions should be taken, as appropriate:

- Immediate correction
- Segregation of the areas and activities involved, if there is any risk to health or environment or the activity is resulting in unsatisfactory use
- Analysis of consequences in case of previous use in order to to avoid customer dissatisfaction or damage.

The Quality Manager keeps track of nonconformities and corrective actions resulting.

4 – COMPLAINTS AND DISSATISFACTION OF CLIENTS

All complaints are treated as nonconformance, with the registration in form F23 for each complaint received, regardless if it is classified as founded or not. Analysis of nonconformance resulting from complaints is made by the Quality Manager and is presented at the monthly meeting of Management, with the included of the opinion on the merits of the complaint and the corrective actions that were taken.

Corrective actions are taken for complaints considered as founded

When a client makes negative evaluation of services and records dissatisfaction, it is the responsibility of the Quality Manager to register as a complaint and to proceed as above.

5 – CONTINUAL IMPROVEMENT

Management uses the Management Policy, Quality Objectives, audit results, measurement of processes and services, client satisfaction assessments and corrective actions evaluation to promote data analysis aiming to feed the monthly meetings and the annual meeting of Management Review.

To promote improvements, Management keeps the Improvement Plan, documented in the form F24, where are indicated the action plans, responsibilities and targets, as decided at the annual Management review and monitored at monthly Management meetings.

Continuous improvement as indicated in the Improvement Plan, are monitored by the Quality Manager, who is responsible for checking that these plans are implemented and effective to fulfill the objectives, so promoting improvement and preventive action.

6 – CORRECTIVE ACTION

Corrective actions are documented in the form F23 and result from reviews of nonconformance, complaints or dissatisfactions of clients or other stakeholders, nonconformance from audits.

Corrective actions are executed in order to avoid repetition of nonconformance, initiating with the root cause analysis and then implementing an action plan for the area where the nonconformance is applicable. The Quality Manager controls the implementation of the action plan. The verification of corrective action effectiveness is checked by the lead auditor for nonconformance resulting from internal audit or by the Quality Manager in other cases.