

Non-Conformance Reporting and Corrective Action Procedure

1. Purpose & Scope

- 1.1** This procedure ensures that all non-conformances are identified and recorded, and that the appropriate corrective action is taken to rectify all identified non-conformances, preventing their reoccurrence in the future.

2. Responsibility

- 2.1** All members of Bus Operations Staff are responsible for notifying the Director of Business Operations of any identified non-conformances.
- 2.2** The Director of Business Operations will assist the Property Manager to complete the Non-Conformance Report and support with determining and implementing corrective action.
- 2.3** Once the corrective action has been completed the Director of Business Operations is to undertake a verification check to ensure that corrective action has been effective.

3. Procedure

- 3.1** All identified non-conformances are to be reported to the Director of Business Operations.
- 3.2** All identified non-conformances are to be recorded on a Non-Conformance Report Form.
- 3.3** The source or cause of the non-conformance is to be identified, allowing for the development of appropriate and effective corrective action.
- 3.4** Corrective action is to be documented, together with an agreed timeframe for implementation.
- 3.5** A review of the effectiveness of the corrective action will be undertaken by the Director of Business Operations.
- 3.6** If the non-conformance persists after the implementation of corrective action alternative solutions are to be examined until the closure of the non-conformance can be successfully achieved.
- 3.7** On the successful closure of the non-conformance, the Non-Conformance Report will be signed off by the Director of Business Operations.
- 3.8** Reoccurring non-conformances, significant deviations from legislation, procedures or non-conformances that pose a risk will be reported to The Director of Human resources.

4. Associated Documents

- Non-Conformance Report Form ([Link](#))