

## MGS: Preventive Action

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**Policy**  
**4.12.1**

Preventive action is a proactive process to identify opportunities for improvement and potential sources of non-conformity within the laboratory's Management System. The laboratory makes every attempt to be proactive in seeking opportunities for improvement.

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**Identification of opportunities for improvement**  
**4.12.1**

The laboratory has several mechanism for eliciting opportunities for improvement including the review of:

- Proficiency and competency tests
- Court observation and court officer evaluations
- Quality audit reports
- Annual management reviews
- Peer group minutes

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**Action plans**  
**4.12.2**

Under the direction of the Laboratory Director and Quality Manager, an action plan shall be developed when any issues are identified and deemed appropriate as a preventive action. The Laboratory Director will

- Appoint the appropriate individual(s) or peer group to implement the action plan
- Establish the deadline for implementation.

The Quality Manager and the appropriate unit supervisor will monitor the progress of the action plan and document the effectiveness of the preventive action.

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