

MGS: Preventive Action

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.

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.
