

## MGS: Preventive Action

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<b>Policy</b> <b>4.12.1</b>	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.
<b>Identification of opportunities for improvement</b> <b>4.12.1</b>	<p>The laboratory has several mechanism for eliciting opportunities for improvement including the review of:</p> <ul style="list-style-type: none"><li>• Proficiency and competency tests</li><li>• Court observation and court officer evaluations</li><li>• Quality audit reports</li><li>• Annual management reviews</li><li>• Peer group minutes</li></ul>
<b>Action plans</b> <b>4.12.2</b>	<p>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</p> <ul style="list-style-type: none"><li>• Appoint the appropriate individual(s) or peer group to implement the action plan</li><li>• Establish the deadline for implementation.</li></ul> <p>The Quality Manager and the appropriate unit supervisor will monitor the progress of the action plan and document the effectiveness of the preventive action.</p>