

## MGS: Preventive Action

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**Policy**

8.5.1

8.6.1

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**

8.5.1

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8.6.1

The laboratory has several mechanisms for eliciting opportunities for improvement and the evaluation of risks 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**

8.5.2

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 section supervisor will monitor the progress of the action plan and document the effectiveness of the preventive action.

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