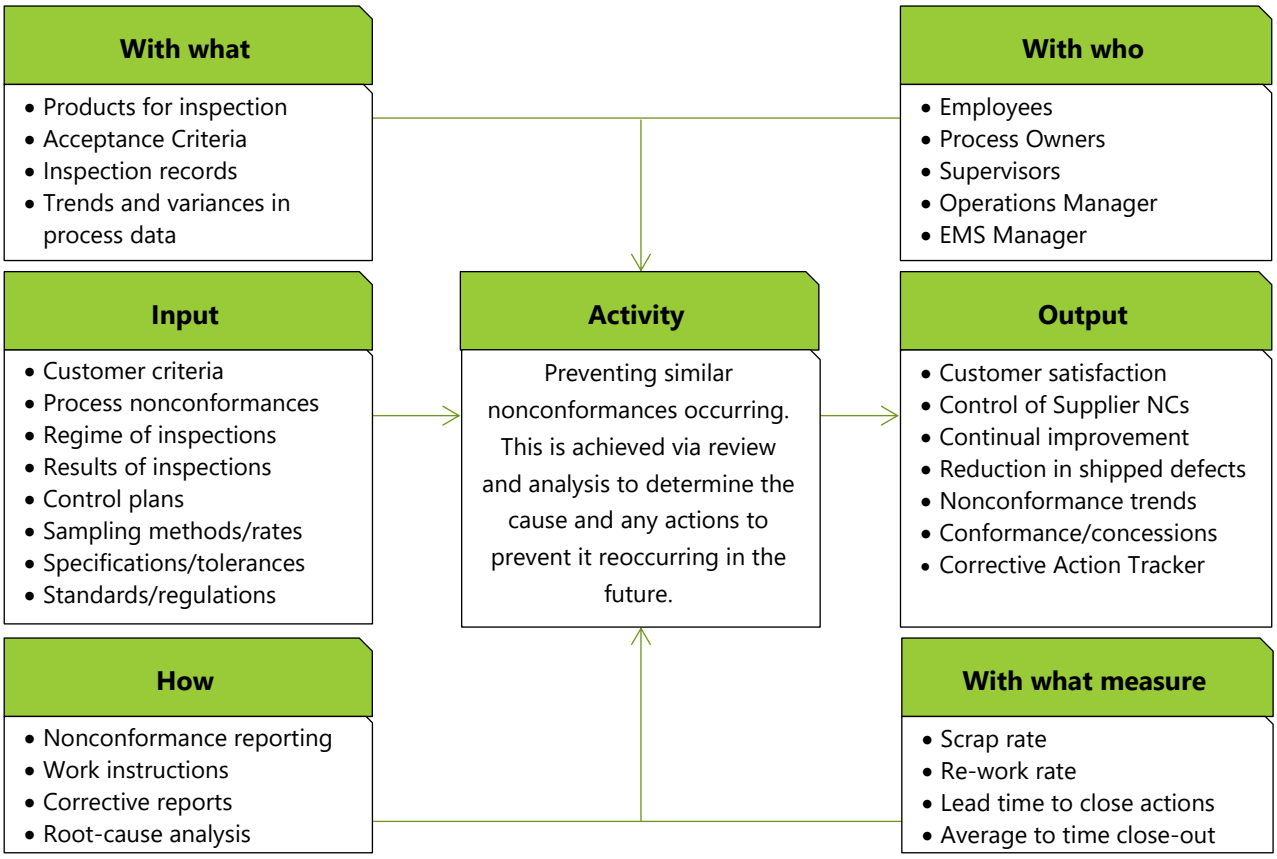
1 Procedure

1.1 Introduction & Purpose

This procedure aims to establish the process for identifying, documenting, and analyzing nonconformities and mitigating their impacts by implementing appropriate corrective actions. Your organization's environmental management system is geared toward proactively eliminating actual and potential deficiencies. Repeated nonconformities in processes are investigated, and action is implemented to prevent occurrence.

1.1.1 Process Overview

The process overview (turtle diagram) provides internal and external auditors, process owners, and participants an overview of the elements that are required by the environmental management system's nonconformity and corrective action process:



1.1.2 References

Standard	Title	Description
BS EN ISO 14001:2015	Environmental management systems	Requirements
BS EN ISO 14004:2016	Environmental management systems	Guidelines for implementation
BS EN ISO 19011:2018	Auditing management systems	Guidelines for auditing

1.1.3 Terms & Definitions

Term	Definition
Containment action	Action taken to minimize the effect of the nonconformity on the stakeholder
Root-cause analysis	Action to establish how the nonconformity occurred during manufacture/after delivery
Corrective action	Action to eliminate the root-cause of a nonconformity and to prevent recurrence

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