# Standard Operating Procedure (SOP)

## Continuous Improvement and Corrective Action Planning

This SOP details the process of **continuous improvement and corrective action planning**, focusing on identifying non-conformances, analyzing root causes, developing effective corrective actions, implementing solutions, monitoring progress, and reviewing results to enhance organizational performance and prevent recurrence of issues. The goal is to foster a culture of ongoing improvement, ensure compliance with quality standards, and optimize operational efficiency through systematic corrective measures.

## 1. Purpose

To establish a structured approach for continuous improvement and the systematic planning of corrective actions to address non-conformances and prevent their recurrence.

## 2. Scope

This SOP applies to all personnel, processes, and operational areas within the organization where continuous improvement and corrective actions are required.

## 3. Responsibilities

- **Process Owners/Managers:** Ensure identification and documentation of non-conformances and oversee the implementation of corrective actions.
- **Quality Assurance:** Facilitate root cause analysis and verify the effectiveness of implemented actions.
- **All Employees:** Report issues and participate in continuous improvement initiatives as required.

## 4. Procedure

1. **Identification of Non-Conformances**
   - Monitor processes, products, and services for deviations from requirements or standards.
   - Log all identified non-conformances using the Non-Conformance Report (NCR) form.

2. **Root Cause Analysis**
   - Form a cross-functional team to analyze non-conformances.
   - Apply standardized methods (e.g., 5 Whys, Fishbone Diagram) to determine underlying causes.
   - Document findings and contributing factors.

3. **Development of Corrective Action Plan**
   - Define corrective actions targeting root causes.
   - Assign responsibilities and timelines for each action.
   - Document the action plan in the Corrective Action Log.

4. **Implementation of Corrective Actions**
   - Execute corrective measures as per assigned roles.
   - Communicate changes and provide training, if necessary.

5. **Monitoring and Verification**
   - Track the progress of corrective actions toward completion.
   - Assess the effectiveness through audits, process reviews, or testing.

6. **Management Review and Continuous Improvement**
   - Review corrective action outcomes in periodic management meetings.
   - Update procedures, documentation, and training as required.
   - Promote lessons learned and share improvements across the organization.

## 5. Documentation

- Non-Conformance Report (NCR) Form
- Corrective Action Log
- Root Cause Analysis Tools (e.g., 5 Whys worksheet, Fishbone diagram)
- Audit and Review Records

- Training Records

## 6. References

- ISO 9001:2015 - Quality Management Systems
- Internal Audit Procedures
- Company Quality Manual

## 7. Revision History

| Revision | Date | Description | Approval |
|---|---|---|---|
| 1.0 | 2024-06-10 | Initial document release | [Name/Position] |