
 <b>Supporting</b> <b>THE WAY WE GREEN</b>	 <b>Community &amp; Recreation Facilities</b>
<b>System Procedure</b> <b>Clause 4.5.3 Nonconformity, Corrective Action and Preventive Action</b>	<b>Document Number:</b> CRF-SP-4.5.3

## 1.0 PURPOSE

The purpose of this system procedure is to establish a process explaining how the Community and Recreation Facilities will manage actual and potential nonconformities and take corrective action and preventive action as required.

## 2.0 SCOPE

This procedure applies to the ISO 14001 environmental management system of Community and Recreation Facilities.

## 3.0 DEFINITIONS

Please refer to the Enviso Glossary of Terms (CRF-SP-glossary) for the definition of the following terms contained in this procedure: **Activity, Corrective Action, Environmental Aspect, Environmental Management System, Environmental Objective, Environmental Performance, Environmental Policy, Environmental Target, Enviso, Intelex, Internal Audit, Nonconformity, Preventive Action, Procedure, Record, and System Procedure.**

## 4.0 PROCEDURE

Step	Details of Procedure	Responsibility
4.1	<b>IDENTIFYING ACTUAL AND POTENTIAL NONCONFORMITIES</b>  Actual and potential nonconformities (i.e., situations that represent non-fulfillment or potential non-fulfillment of an Enviso requirement) shall be identified through the following methods, but not limited to: <ul style="list-style-type: none"> <li>• Internal audits;</li> <li>• Compliance audits;</li> <li>• ISO 14001 registration and subsequent surveillance audits;</li> <li>• Suggestions from employees based on their observations and understanding of Enviso requirements;</li> <li>• Monitoring of environmental objectives and targets; and,</li> <li>• Monitoring and measurement of operational activities.</li> </ul> Upon discovery of an actual nonconformity, interim actions will be taken if warranted, to mitigate any actual environmental impact.	<i>Environmental Supervisor, supervisor and/or any other employee.</i>
4.2	<b>RECORDING NONCONFORMITIES</b>	<i>Auditors, Registrar</i>

Step	Details of Procedure	Responsibility
	<p>Actual and potential nonconformities shall be reported to the Environmental Supervisor.</p> <p>Actual nonconformities shall be formally recorded using the <i>Environmental Suggestion/ Nonconformance Form</i> or the <i>Environmental Suggestion/ Nonconformance Google Form</i> via Enviso Google Site and uploaded to the Environmental Nonconformance App in Intelex.</p>	<p><i>Environmental Analyst</i></p> <p><i>All Branch Staffs</i></p> <p><i>Environmental Supervisor</i></p>
4.3	<p><b>ANALYSIS AND ACTION</b></p> <p>The Environmental Supervisor will assign the responsibility for investigation to the Environmental Team Representative for the non-conformance, or his/her designate.</p> <p>Each Corrective/Preventive Action shall be assigned from the investigator to the most capable person of the operating area with respect to the nonconformity.</p> <p>The assigned non-conformance investigator or his/her designate shall:</p> <ul style="list-style-type: none"> <li>Identify the root cause(s) of the actual nonconformity;</li> <li>Identify appropriate corrective actions for detected nonconformities;</li> <li>Identify appropriate preventive actions for potential nonconformities;</li> <li>Assign and ensure that corrective and/or preventive actions are implemented; and,</li> <li>Forward completed Corrective/Preventive Actions to the Environmental Supervisor via the Environmental Nonconformance App on the Intelex System.</li> </ul> <p>Note: The Environmental Nonconformance App in Intelex allows automation and tracking of actions in the process.</p>	<p><i>Environmental Supervisor</i></p> <p><i>Assigned Supervisor</i></p>
4.4	<p><b>“5 WHY” METHOD OF ROOT CAUSE ANALYSIS</b></p> <p>The following is an explanation of the “5 Why” method of root cause analysis, including an example.</p> <p>By repeatedly asking the question “why” (5 is a good rule of thumb), you can progress through layers of symptoms and find the underlying reason (root cause) of a problem.</p>	<p><i>Information</i></p>

Step	Details of Procedure	Responsibility
	<p><u>Example:</u></p> <p>Problem Description: Poor gas mileage in vehicle.</p> <ul style="list-style-type: none"> <li>Why? Equipment defect.</li> <li>Why? Tires are under-inflated.</li> <li>Why? Leaking tires.</li> <li>Why? Car not maintained.</li> <li>Why? Car not on maintenance schedule.</li> </ul> <p>Solution: Establish and implement maintenance schedule.</p> <p>If 5 Why is not sufficient to determine root cause another analysis method can be used. I.e Fishbone.</p>	
4.5	<p><b>VERIFICATION OF EFFECTIVENESS</b></p> <p>Environmental Supervisor and/or others members of Environmental Team shall evaluate the effectiveness of preventive and corrective actions and note conclusions in the appropriate nonconformance record in Intalex.</p> <p>Verification methods could include ongoing inspections, visual confirmation, audit process or written verification correspondence.</p> <p>If judged effective, the Environmental Supervisor shall accept, approve and note the nonconformance report as verified and closed.</p> <p>If actions are judged to be ineffective, the nonconformance will be returned to the assigned investigator for further action.</p>	<p><i>Environmental Supervisor or Environmental Team Representative</i></p>
4.6	<p><b>MONITORING CORRECTIVE AND PREVENTIVE ACTIONS</b></p> <p>All Improvement Ideas and Nonconformities received by the Environmental Team Representatives shall be presented at a regular Environmental Team meeting for review to</p>	<p><i>Environmental Supervisor</i></p>

Step	Details of Procedure	Responsibility
	determine verification or consideration.  On an ongoing basis, the Environmental Supervisor will review the status of all open nonconformances using the Environmental Nonconformance App in Intelex or Environmental Team meeting Minutes and advise the Branch Management Team of any nonconformances whose status is a concern.	
4.7	<b>COMMUNICATION OF CORRECTIVE AND PREVENTIVE ACTIONS</b>  The status of corrective and preventive actions shall be summarized as part of the Management Review Meeting, as explained in CRF-SP-4.6 Management Review.	<i>Environmental Supervisor</i>
4.8	<b>PREVENTIVE ACTION</b>  Employee suggestions and audit “opportunities for improvement” shall be used as sources for preventive action i.e., prevent occurrence of nonconformity.  Note: Employee suggestions and audit “opportunities for improvement” may be considered to be “potential” nonconformities as appropriate.  Employee suggestions and audit “opportunities for improvement” and any action(s) taken shall be recorded in <i>Environmental Nonconformance App</i> in Intelex  Employee suggestions and audit “opportunities for improvement” shall be discussed with the Branch Management Team in management review meetings.	<i>Information</i>  <i>Environmental Supervisor</i>  <i>Environmental Supervisor</i>

## 5.0 FORMS AND TEMPLATES

- CRF-SP-4.5.3-A Environmental Suggestion / Nonconformance Form
- CRF-SP-4.5.3-C Root Cause Analysis Form

## 6.0 RECORDS

- Environmental Nonconformance App in Intelex
- CRF-SP-4.5.3-A Environmental Suggestion / Nonconformance Form
- CRF-SP-4.5.3-C Root Cause Analysis Form
- Environmental Team Meeting Minutes
- Management Review Meeting Minutes

## 7.0 REFERENCES



*Supporting*  
**THE WAY WE GREEN**



Community & Recreation Facilities

System Procedure  
Clause 4.5.3 Nonconformity, Corrective Action and Preventive Action

*Document Number:* CRF-SP-4.5.3

- ISO 14001:2004 Standard
- CRF-SP-4.6 Management Review

## 8.0 ATTACHMENTS

- None