

IMPROVEMENT PROCEDURE (TIER 2)

Document Control

Reference: MSS DOC 10.1

Issue No: 1

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1. Scope

All potential improvements to the BCMS are covered by this procedure, whether identified as non-conformities resulting from problems or other potential improvements resulting from any source.

Sources of Non-conformity (NC) or Opportunity for Improvement (OFI) include:

- Internal audit
- Third party audit
- Management review
- BC procedure evaluation
- Management information (metrics evaluation)
- Exercise or test
- Incident or 'near-miss'
- Suggestion
- Customer questionnaire/procurement process
- Complaint

The objective of this procedure is to ensure that problems, nonconformities, and improvements are dealt with in an efficient and effective manner, improving BCMS performance and effectiveness, and minimising the chances of any recurrence.

2. Responsibilities

- 2.1 All [directors, partners], employees and contractors are responsible for identifying NCs and OFIs and for notifying their line manager, or the Business Continuity Manager.
- 2.2 The Business Continuity Manager is responsible for the overall control and operation of this procedure and for coordinating and processing all NCs and OFIs.

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3. Procedure [ISO22301 Clause 10]

- 3.1 All BCMS and business continuity NCs and OFIs must be reported to the Business Continuity Manager via [channel/Nonconformity Report (MSS REC 10.1.1A)] at the earliest opportunity.

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- 3.2 NCs are recorded individually on MSS REC 10.1.1A and in the log (MSS_REC_10.1.1B)
- 3.3 The Business Continuity Manager determines whether the nonconformity is isolated, if there are similar nonconformities, or if the cause of the nonconformity has resulted or could result in other nonconformities.
- 3.4 The root cause(s) of NCs should be identified and appropriate corrective action(s) designed to eliminate the root cause(s) should be determined.
- 3.5 [].
- 3.6 If related nonconformities as identified in 3.4 above remain untreated by the action determined in 3.5 above, the Manager/Executive (generic/line) will raise a new non-conformance report as detailed in 3.2 above and follow this procedure accordingly.

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- 3.7 []
- 3.8 [].
- 3.9 On receipt of forms with no log number, the Quality Manager assigns one, evaluates the report and forwards it to the appropriate Manager/Executive (generic/line) who will act as in Section 3.4, above.
- 3.10 [].
- 3.11 NC and OFI Reports will be closed down by the Quality Manager once the issue has been addressed satisfactorily and the auditor, or other person raising the NC/OFI, is satisfied that the implemented corrective/improvement action is effective This is recorded on the Non-Conformance Report and the corresponding log entry is updated.
- 3.12 A copy of the completed form is/may be sent to the originator (internally raised issues) for their information, (except in the cases of those generated at Internal Audit).

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Document Owner and Approval

The Quality Manager is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the BCMS.

A current version of this document is available to *[all/specified]* members of staff on the *[corporate intranet]* and is published [].

This procedure was approved by the Management System Owner (MSO) on *[date]* and is issued on a version controlled basis under his/her signature.

Signature:

Date:

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	<Manager>	Xx/yy/zz

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