



KENYA BUREAU OF STANDARDS

CER/POL/04: Policy on handling audit nonconformities

1. Introduction

This policy document defines how audit nonconformities shall be handled by the auditee, and verified by KEBS CB prior to making a decision, either for certification or for continued certification.

2. General

- 2.1 The auditee shall promptly initiate all necessary corrective actions to prevent recurrence in respect of all non-conformities identified by the audit team.
- 2.2 The auditee shall determine and record the cause(s) of the nonconformities determine the extent analysis to check whether similar nonconformities exist or could potentially occur, and the proposed corrections and corrective action as guided by the Corrective Action Request (CAR). The completion dates of the corrective action(s) shall be recorded on the CAR form
- 2.3 The corrective actions shall be carried out as soon as possible or in any event within the period agreed with the KEBS CB.

3. Handling minor nonconformities

- 3.3 For all the minor nonconformities, the auditee shall submit to KEBS CB proposed corrective action plan(s)
- 3.4 The adequacy of the proposed corrective actions shall be reviewed by the auditor and feedback given to the auditee.
- 3.6 A decision shall only be made after KEBS CB has evaluated and approved the corrective action plan proposed by the auditee
- 3.7 The confirmation of corrective actions and evaluation of their effectiveness shall be conducted at the next audit

4. Handling major nonconformities

- 4.3 For all the major nonconformities, the auditee shall submit to KEBS CB proposed corrective action plan(s)
- 4.4 The adequacy of the proposed corrective actions shall be reviewed and feedback given to the auditee.
- 4.5 A decision shall only be made after KEBS CB has confirmed the corrective actions and evaluated their effectiveness in a close out audit within 60 days.