Corrective action

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**1. Subject**

**1.1 Purpose**

The purpose of this procedure is to identify nonconformities, take measures to control them and evaluate the need to act to eliminate their root causes.

**1.2 Scope**

This procedure is applicable to all internal nonconformities. The relevant internal and external issues for the BCMS and actions to address identified risks and found improvements opportunities are taken into account.

**1.3 Glossary**

BCP – business continuity plan

Nonconformity - non-fulfillment of a specified requirement

BCMS – business continuity management system

Corrective action - action to eliminate the causes of nonconformity or any other undesirable event and to prevent their recurrence

**2. Responsibility**

The business continuity manager has the authority to write, update and implement this procedure. He has the support of process owners.

**3. Documents**

**3.1 Procedures**

Internal audit

Exercise and test

**3.2 Instructions and records**

Incident scenarios

Exercise results

Internal audit report

Management review decisions

Nonconformities and corrective actions

**4. Requirements of the ISO 22301: 2019 standard**

10.1 Nonconformity and corrective action

10.1.1 The organization shall determine opportunities for improvement and implement necessary actions to achieve the intended outcomes of its BCMS.

10.1.2 When a nonconformity occurs, the organization shall:

a) react to the nonconformity, and, as applicable:

1) take action to control and correct it;

2) deal with the consequences;

b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:

1) reviewing the nonconformity;

2) determining the causes of the nonconformity;

3) determining if similar nonconformities exist, or can potentially occur;

c) implement any action needed;

d) review the effectiveness of any corrective action taken;

e) make changes to the BCMS, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.1.3 The organization shall retain documented information as evidence of:

a) the nature of the nonconformities and any subsequent actions taken;

b) the results of any corrective action.

**5. Development**

**5.1 Identification**

Identifying a nonconformity consists of finding its appearance or existence. Example of nonconformity:

* nonconformity with a requirement of ISO 22301 or the BCMS
* ineffective BCP
* audit finding
* BCMS anomaly

In all cases, the information is transmitted to the business continuity manager who informs top management depending on the seriousness of the nonconformity.

**5.2 Implementation**

As soon as nonconformity is detected, it is analyzed in a timely manner. The root causes of the nonconformity are determined.

Corrective action is taken to quickly resolve the problem to prevent its recurrence.

The nature and timing of the action are adapted to the nature and consequences of the nonconformity.

The business continuity manager defines:

* actions to be carried out
* those responsible for the actions
* implementation deadlines

**5.3 Improvement**

Improving the performance of the BCMS includes corrections, curative, preventive and corrective actions and innovations.

Controlling actual and potential nonconformities helps ensure the effectiveness of the BCMS.

The responsibilities, authorities and measures to be taken for planning and implementing corrective measures are defined by the business continuity manager.

Monitoring the actions implemented makes it possible to evaluate their effectiveness.

**5.4 Records**

Records of actions carried out (nonconformities and corrective actions) are kept and serve as proof:

* the nature of the nonconformities
* measures taken
* results of actions