
	<b>HYM INTERNATIONAL CERTIFICATIONS PVT. LTD.</b>	<b>Doc. No.</b>	HYM-PRO-08
		<b>Rev. No.</b>	00
	<b>TITLE: CORRECTIVE ACTION</b>	<b>Rev. Date</b>	01.01.2024

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# Corrective Action

Problems or malfunctions that arise within HYM's operations must be corrected. This procedure details how defined nonconformities are corrected.

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**Purpose:** The purpose of this procedure is to ensuring a system for making immediate correction after identification of any non-conformity and to take corrective action in order to eliminate the nonconformity thereby reducing chances of recurrence of similar non conformities with reference to HYM’s management system.

**Scope:** This procedure is applicable across the HYM’s Management Certification System.

**Responsibility:** Managing Director and Functional Heads.

**Authority:** This procedure has been authorized by the Managing Director and can be amended only by him.

Sec.	Sub Sec.	Description
1	1.1	The objective of this procedure is to take suitable and timely action on identified/ potential non conformities within HYM management system to correct and prevent them from reoccurrence and to ensure effective implementation of the management system at all times with continual improvement
	1.2	The procedures define requirements for: - <ul style="list-style-type: none"> <li>✓ Identifying nonconformities from complaints and internal audits</li> <li>✓ Determining the causes of nonconformity</li> <li>✓ Correcting nonconformities, evaluating the need for actions to ensure that nonconformities do not recur</li> <li>✓ Determining and implementing in a timely manner, the actions needed, to correct non-conformities</li> <li>✓ Recording the results of actions taken</li> <li>✓ Reviewing the effectiveness of corrective actions</li> </ul>
2	2.1	Actual non conformities (violation or non-implementation of HYM’s management system requirement or applicable regulatory requirements) identified at any level is immediately communicated to the process owner.
	2.2	The process owner maintains a record of all reported non conformities and action taken thereafter. Immediate action is taken to correct the non-conformity or to mitigate its impact. Record of the same is maintained.
	2.3	The root cause of non-conformity is identified and takes appropriate corrective action is planned in a time bound manner in order to eliminate the root cause of the non-conformity. Record of actions taken is also maintained.
	2.4	Any change to the documented quality manual, procedure or work instructions or formats or training, resulting from the corrective action is also recorded.

**Reference**

HYM-F-10- Corrective Action Report