

[organization name]

Appendix 2 – Corrective Action Record

Reason for initiation of Corrective Action:			
Process in which non-conformity occurred:		Is non-conformity repeated?	
Team for analyzing non-conformities and enforcing action:		Action ordered by:	
1. [name], team leader 2. [name], team member 3. [name], team member			
Cause of non-conformity:			
Non-conformity analysis:			
No influence on:			
a) [redacted]			
b) [redacted]			
c) [redacted]			
Corrective actions:			
Corrective action affects other parts of system:			
		Reported by:	
Objective evidences of implemented action:			
		Date	
<input type="checkbox"/> [redacted]			
<input type="checkbox"/> [redacted]			
<input type="checkbox"/> [redacted]			

Commented [9A1]: If organization uses electronic databases, then this Appendix is not needed, and data listed here can be stored in database.

Commented [9A2]: E.g. Internal audit, External audit, Customer's complaint, etc.

Commented [9A3]: Detailed description of non-conformity, link to ISO 9001:2015 standard.

Commented [9A4]: Name and signature.

Commented [9A5]: Non-conformity mustn't necessarily be discovered in the process in which it occurred; it can be discovered in the next process or a few processes later.

Commented [9A6]: If Yes then also write the name of the process.

Commented [9A7]: Name the person who ordered.

Commented [9A8]: In this section explain whether the corrective action is needed to remove non-conformity or not.

Commented [9A9]: Delete unnecessary parts.

Commented [9A10]: If there are more than one corrective action write them in the order of priorities.

Commented [9A11]: If Yes then also write in the name of part of system.

Commented [9A12]: Write in whether the implementation is conducted completely and within deadline.

Commented [9A13]: Name of person who made the report.

Commented [9A14]: Report about intervention, bills, photos, etc.

Commented [9A15]: [redacted]

Commented [9A16]: Delete those that are unnecessary.

[job title]

[name]

[signature]