



Bangladesh Power Development Board

**INTEGRATED MANAGEMENT SYSTEM
(BASED ON ISO 9001:2015, ISO 14001:2015 & ISO
45001:2018 STANDARDS)**

**PROCEDURE FOR NONCONFORMANCE, CORRECTIVE
ACTIONS**



INTEGRATED MANAGEMENT SYSTEM

Document No.:
BPDB-IMS-PR-009
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PROCEDURE FOR NONCONFORMANCE, CORRECTION and CORRECTIVE ACTIONS

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1.0 Purpose

This procedure ensures that if and when a nonconforming incident occurs or a complaint is received, the Circumstances are investigated and appropriate short-term correction and longer-term corrective action is taken and followed up.

2.0 Scope

Applies to the whole of Bangladesh Power Development Board (BPDB) Integrated Management System.

3.0 Terms & Definition

Definition

None

Abbreviations

BPDB- Bangladesh Power Development Board
MR- Management Representative
DMR – Deputy Management Representative

4.0 Roles and Responsibility

Clause	Responsibilities
5.1	Officer In charge at locations
5.2	Officer In charges at locations, MR/DMR
5.3	BOARD, Functional Heads, MR

5.0 Procedure

- All staff of BPDB are responsible for reporting incidents.
- The MR/DMR in conjunction with other managers agrees what correction & corrective action is required and ensures that the action is taken and is effective.
- The concerned functional head reports on incidents to management

5.1 Incidents

- Incidents may arise from:
- A failure to observe Operating Procedures.
- An inadequate Operating Procedure.
- Unforeseen circumstances, e.g. abnormal operating conditions.

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Reviewed By			



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- Accidents or other incidents against set safety conditions
- Emergencies.
- Complaints.

Registering the incident

- Any person who becomes aware of an incident shall record the details on a nonconformance / incident Report and shall fill in the following details:
 - Origin or location of the incident.
 - A description of the incident.
 - Root causes of probable nonconformities are identified
 - Any immediate corrective action taken to overcome or contain the incident.
 - Appropriate corrective action
 - If appropriate, make proposals for corrective action which will prevent a repeat of the incident or similar incidents. These proposals may require a revision to an existing Operating Procedure, or the writing of a new procedure.
- The form shall be sent to the MR/DMR.

5.2 Correction & Corrective Action

Correction

MR/DMR shall discuss the incident with the concerned Functional Head and shall agree on the correction to be taken. Then root cause of the incident is found out and appropriate corrective action is recommended and action is taken. The effectiveness of the action is ascertained in order to prevent the recurrence of the incidents. The details shall be entered on the Report form, and shall be circulated to the relevant people.

Corrective Action

MR/DMR shall discuss the incident with the concerned Functional Head and shall agree whether any Corrective action is appropriate or not. The details shall be entered on the Report form, and shall be circulated to the relevant people.

Follow up

MR/DMR shall in due course check that the corrective action has been executed and that it has been effective, or is likely to be effective, in preventing a repeat of the incident. The form shall then be signed off.

Reporting to management

MR/DMR shall prepare a brief report summarizing the incidents, their impact and the resulting action taken and submit it to the management review meeting for discussion.

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5.3 Review

- Implementation is reviewed in Follow up actions until it is effective
- Minutes of the review meeting on Correction and Corrective Actions are maintained.
- Record the result of action taken.

5.4 Implementation

- Procedure for Nonconformance, Correction and Corrective Action and its effectiveness after implementation will be checked and reviewed during internal audits.
- Review consideration will be raised in MRC Meeting for decision
- Corrective actions will be taken to improve the system on the basis of review

6.0 References

a) Nonconformance, Correction and Corrective Action Procedure

7.0 Appendix

None

8.0 Revision History

SI No.	Revision Number	Section	Change Made	Date of Revision

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