**Quality Management System**

# Corrective & Preventative Actions

GMA’s quality system works to identify areas throughout the supply chain, where improvements can be made, both in terms of corrective, but perhaps more importantly, preventive action.

Preventive Actions are proactive steps that are taken to remove causes of potential nonconformities or potential situations that are undesirable.

The preventive actions process is designed to prevent the occurrences of nonconformities or undesirable situations that do not yet exist. It tries to prevent occurrence by eliminating causes.

Complaint

Non-Conformance

Corrective Action

Identified statistics/

and trends

Management Review

Improvement Curve

Staff Briefing Preventative

1. A complaint/non-conformance is registered on the Non-conformance register
2. Either a corrective action is raised or a concession is agreed
3. All non-conformances & associated corrective actions are reviewed at the next Management Review Meeting
4. Staff are briefed by the Senior Management Team following the Review Meeting
5. Staff are encouraged to think about the job they are doing and to proactively design preventative action
6. Preventative action will reduce the incidences of similar non-conformances

Levels of customer service and security/safety improve

# Supplier Control/Monitoring

GMA approves clients through a process of:

* Historical experience
* Quality/Safety accreditation (e.g. ISO 9001, Section 5 holder)

Non-conformances will relate to specific clients allowing the Management Review team to identify which suppliers are not supporting GMA in meeting their service, security and safety commitments

Repeated non-conformances and subsequent corrective actions will result in the respective supplier being asked to provide GMA with assurances that this trend will be halted.

The Senior Management Team reserve the right to remove the supplier from the approved list if it is deemed that they are not able to provide the service required

Note, not all suppliers will be approved by GMA. Some – such as Shipping Lines, Customs etc., are suppliers of necessity that have to be used for legal or contractual reasons. Regardless of their status, non-conformances should still be registered against this category of client.

# Non-Conformance Procedure

**Objective:**

* GMA is committed to providing levels of service as agreed with each customer. It is essential that each non-conformance is registered and processed to prevent a repetition.
* The recording of each non-conformance is done in a systematic manner, resulting in clear information being provided to GMA’s operational management team, allowing them to:
  + Modify procedures where applicable
  + Review the level of resource or type of machinery allocated to the respective activity
  + Identify training needs for individual members of staff, teams or supervisory levels

**Procedure:**

* When a complaint/non-conformance occurs the respective team member should update the Non-conformance log
* The Non-conformance log can be reviewed on a daily basis if required and discussed with the team as appropriate
* The complaint will be investigated and findings circulated.
* A decision will be made following this investigation as to the appropriate corrective action which will be entered/updated onto the conformance log
* GMA will communicate with the customer where applicable, with the results of the investigation and any subsequent change/modification to procedures

**Responsibility:**

* Senior Management are responsible for liaising with each customer and ensuring that they are aware of any significant non-conformances.

**Operational Review Meetings:**

* The Non-conformance log should be maintained and presented for review at each Operational Review Meeting.

# Complaints

GMA regards every complaint as an opportunity to improve the quality of service provided to the company’s customers

When a Customer makes a complaint, GMA regard it as important to record this complaint, to investigate and report back to the customer on the findings of the investigation and to subsequently amend procedures to prevent the complaint from being registered again.

* Whoever receives the complaint should forward the relevant documentation (complaint will be transcribed into an e-mail if received verbally) to the respective department head copying in the Senior Management Team
* An entry should be made in Non-conformance register which can then be reviewed by the Senior Management Team
* The entire team will follow the Non-Conformance Procedure to ensure that any such complaint is resolved efficiently to the customer’s satisfaction and to prevent a repetition of such a complaint
* It is the responsibility of the Senior Management Team to reply to the customer with the result of the investigation.
* As per the Non-Conformance Procedure the Non-conformance log is reviewed at Annual Review meetings. The results of these reviews are documented and briefed to all employees to ensure that procedures do not fail due to lack of communication.
* Findings are discussed at a meeting with the customer.

# Annual Review

The Managing Director & Operations Team shall by means of Review and General Observation ensure that the AEO procedures are being followed and that the business is operating as smoothly and efficiently as possible.

**Management Review Meeting**

The Managing Director & Operations Team will hold annual Management Review Meetings to consider, report and update others on all aspects of the business including the operation of the AEO system.

The following, relating to AEO, will be discussed at the Meetings.

**Non Conformances**

The Compliance Manager will report on any Non Conformances detected in the course of his Non Conformance Reviews or Audit.

Corrective or Preventative actions or Training Measures required to prevent repetitions will be considered, designed and agreed

**Safety and Security**

The Managing Director shall report on any Safety and Security matters that require attention due (but not limited) to current circumstances, new business, premises customers, (or their requirements), legislation or trade matters.

The Team shall consider, design and agree on suitable corrective or preventative measures required to address the identified matter.

**Warehousing**

The Compliance Manager shall report on any Warehouse matters that require attention due (but not limited) to current circumstances, new business, premises customers, (or their requirements), legislation or trade issues.

The Team shall consider, design and agree on suitable preventative or corrective measures required to address the identified matter.

**Any Other Business**

This is an open item where any other matter connected to the running of the business, future plans, direction or changes may be discussed.

The Managing Director shall encourage each participant to raise any concerns or relevant news.

Any questions, actions taken or agreed or to be considered shall be recorded.

From time to time the Managing Director shall assess the suitability of the Management Review Agenda and amend the Agenda as required.

Minutes of the Management Review Meetings shall be filed in the Management Review Minutes File

**MANAGEMENT REVIEW MEETING AGENDA**

DATE:

ATTENDEES:

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| --- |
| Non-Conformances – review of NCR log and emerging patterns |
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| Security and Safety incidents or concerns |
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| Warehouse Procedures |
|  |
| Any Other Business – AEO updates, UCC etc. |
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ACTION POINTS

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**Document History**

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