

**Specification of Competency Standards**  
**for the Testing, Inspection and Certification Industry**  
**Unit of Competency**

Functional Area - Inspection Quality Management

Title	Implement corrective actions and preventive actions for inspection services
Code	105930L4
Range	This unit of competency (UoC) covers the abilities to identify operational and potential nonconformities in the inspection body and implement appropriate corrective actions and preventive actions to eliminate the causes of nonconformities.
Level	4
Credit	2 (For Reference Only)
Competency	<p>Performance Requirements</p> <p>1. Possess knowledge of operational and potential nonconformities in the inspection body</p> <ul style="list-style-type: none"> <li>• Determine the causes of operational nonconformities, e.g. <ul style="list-style-type: none"> <li>○ violation of accreditation requirements,</li> <li>○ complaints and appeals,</li> <li>○ management reviews and internal audits.</li> </ul> </li> <li>• Anticipate the causes of potential nonconformities in the technical operations and/or management system of the inspection body.</li> <li>• Define the method applied in the evaluation of the need for corrective action and preventive action, e.g. risk analysis approach.</li> <li>• Describe the handling process of the corrective and preventive actions, including root cause analysis, correction and corrective action applied, result of the action taken, review of effectiveness, preventive action applied.</li> <li>• Allocate roles and responsibilities for the identification, evaluation, implementation and review of corrective actions and preventive actions.</li> </ul> <p>2. Implement corrective actions and preventive actions for inspection services</p> <ul style="list-style-type: none"> <li>• Implement corrective actions needed to prevent recurrence of identified nonconformities in a timely manner according to the established action plan.</li> <li>• Implement preventive actions needed to prevent the occurrence of potential nonconformities in the inspection body.</li> <li>• Examine the results of actions taken.</li> <li>• Review the effectiveness of the corrective actions and preventive actions taken.</li> </ul> <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> <li>• Ensure the performance of the actions deployed in all relevant parts of the inspection body is evaluated in a timely manner.</li> </ul>
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> <li>• identify the causes of operational and potential nonconformities in the operation of the inspection body,</li> <li>• implement corrective actions and preventive actions according to the established action plans,</li> <li>• review the effectiveness of actions taken to eliminate the recurrence of operational nonconformities and occurrence of potential nonconformities.</li> </ul>
Remark	