

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

Functional Area - Certification Quality Management

Title	Implement corrective actions and preventive actions for certification services
Code	105955L4
Range	This unit of competency (UoC) covers the abilities to identify operational and potential nonconformities in the operation of the certification 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 certification body</p> <ul style="list-style-type: none"> • Determine the causes of operational nonconformities, e.g. <ul style="list-style-type: none"> ○ violation of accreditation requirements, ○ customer complaints, ○ identified from internal audits, ○ trend analysis on quality performance indicators. • Define the method applied in evaluation of the need for corrective action and preventive action, e.g. risk analysis approach or failure mode and effect analysis. • 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. • Describe roles and responsibilities for the identification, evaluation, implementation and review of corrective actions and preventive actions. <p>2. Implement corrective actions and preventive actions for certification services</p> <ul style="list-style-type: none"> • Implement corrective actions needed to prevent recurrence of identified nonconformities in a timely manner according to the established action plan. • Implement preventive actions needed to prevent the occurrence of potential nonconformities. • Record the results of actions taken. • Review the effectiveness of the corrective actions and preventive actions taken. <p>3. Exhibit professionalism</p> <ul style="list-style-type: none"> • Ensure the performance of the actions deployed in all relevant parts of the certification body is evaluated in a timely manner.
Assessment Criteria	<p>The integrated outcome requirement of this UoC is the ability to:</p> <ul style="list-style-type: none"> • identify the causes of operational and potential nonconformities in the operation of the certification body, • implement corrective actions and preventive actions according to the established action plans, • review the effectiveness of actions taken to eliminate the recurrence of operational nonconformities and occurrence of potential nonconformities.
Remark	