
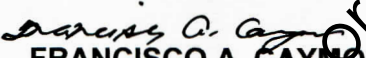

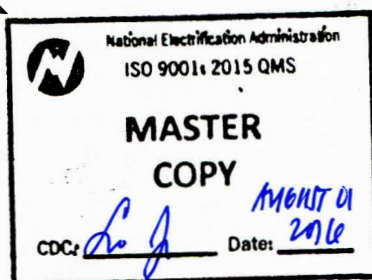

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Review / Revision History			
Revision No.	Date	Description	Approved By
0	Sept. 1, 2014	Start of Effectivity Date of NEA-QMS-QM-1.08	AESB
1	Aug. 1, 2016	Revision are made based on ISO 9001:2015 Standard. This section was previously part of Monitoring, Measurement, Analysis and Improvement. Preventive Action is deleted which is now addressed through the use of risk-based thinking.	AESB



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1.0 IMPROVEMENT OF THE QMS

NEA determines and selects opportunities for improvement and implements any necessary actions to meet customer requirements and enhance customer satisfaction.

These include improving products and services to meet requirements as well as to address future needs and expectations; correcting, preventing or reducing undesired effects; and improving the performance and effectiveness of the QMS.

2.0 NON-CONFORMITY AND CORRECTIVE ACTION

When a non-conformity occurs, including any arising from complaints, NEA:

- Reacts to the non-conformity and takes action to control and correct it or deal with the consequences, as applicable*
- Evaluates the need for action to eliminate the cause/s of the non-conformity, to ensure that it does not recur by reviewing, analyzing and determining causes of the non-conformity*
- Implement any action needed and review the effectiveness of any corrective action taken*
- Update risks and opportunities determined during planning, if necessary*
- Make changes to the QMS, if necessary*

NEA retains documented information as evidence of the nature of the non-conformities and any subsequent actions taken and the results of any corrective action.

Reference:

NEA-QMS-SP-1.08 Corrective Action Procedure

3.0 CONTINUAL IMPROVEMENT

NEA continually improves the suitability, adequacy and effectiveness of its QMS. It considers results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.