





Purpose and Expectation



- Program Purpose - To provide a general awareness of the Waste Reduction and Disposal Division's (WRAD) Nonconformance and Corrective and Preventive Action Procedure.



- Our Expectation - For all WRAD Personnel to be able to understand the concepts of ISO 14001 and our EMS in relation to their jobs.

Non-Conformity Is...

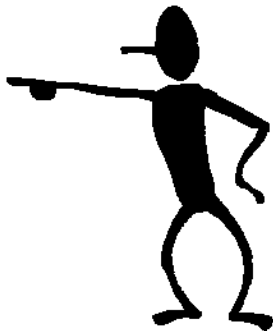
- **The non-fulfillment of a specified ISO 14001 requirement.**
 - The departure or absence of one or more Environmental characteristics or Environmental Management System elements from specified requirements.
- **The non-fulfillment of a specified EMS requirement.**
 - Verifiable evidence that an element of the EMS is not documented or that the documented system is not being followed (evaluation of implementation).
- **Usually found and reported as part of an EMS Audit.**
- **Results in a corrective or preventive action request.**



Nonconformity, Corrective Action and Preventive Action



- The Environmental Management Representative (EMR) is responsible for handling the investigation of any nonconformance to the WRAD's EMS.

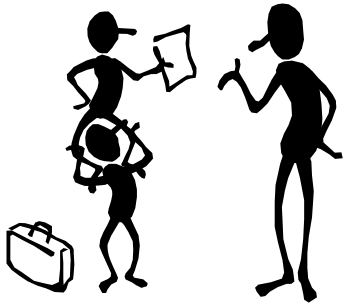


- Section Managers are responsible for taking action to mitigate any impacts and for initiating and completing corrective and preventive action.

Nonconformity, Corrective Action and Preventive Action



- All employees are responsible for bringing suspected non-conformities to the attention of their supervisor or the EMR.
- Corrective and Preventive Action Request (C/PAR) forms are available in each functional area of the Division. They are located in:
 - Suite 310 at Ridgeway Court (next to the RDD conference room),
 - The Fee Booth and Operations trailers.
 - Corrective and Preventive Action Request (C/PAR) forms can be given to your supervisor or sent directly to the EMR at MS 1103A.



Nonconformity, Corrective Action and Preventive Action



C/PAR (Corrective/Preventive Action Request)



Environmental Impact/ Concern: (For additional information, use back and/or attach additional sheets)	Date:
Area/ Location:	
*For feedback on this request, please include the following: Name: _____ Section: _____ Phone: _____ e-mail: _____	
Return to: Your Supervisor or Mail to: EMR at MS 1103A	
EMR Use Only: C/PAR Opened: <u>Yes</u> , Control # _____ <u>No</u> , Resolution _____	

Nonconformity, Corrective Action and Preventive Action

- Corrective Action Requests (CARs) are issued as a result of non-conformances identified during internal and external audits.
- All CARs are handled and investigated the same way as C/PARs.





QUESTIONS?

*ISO 14001 EMS
4.5.3 Nonconformity, Corrective Action
and Preventive Action*