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P005

Continuous improvement

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South Lane Tower I
1, avenue du Swing
L-4367 Belvaux
Tél.: (+352) 2477 4360
Fax: (+352) 2479 4360
olas@ilnas.etat.lu
www.ilnas.lu

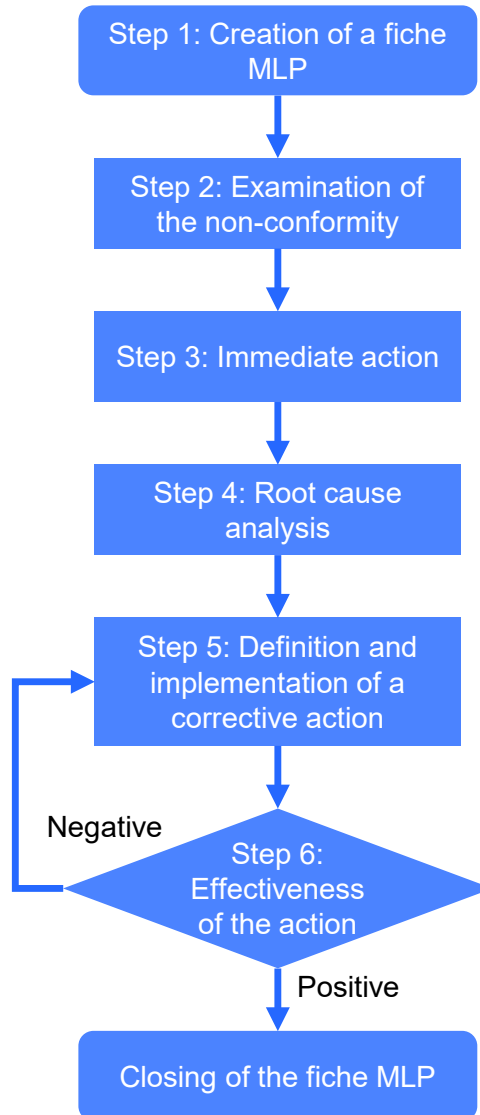
Checked by Monique Jacoby

Approved by Dominique Ferrand

1. Treatment of non-conformities

Non-conformity: Non-fulfilment of a requirement. Result of a dysfunction found by OLAS concerning the rules of the accreditation process of the CAB's of OLAS, or by a third party as part of an audit or peer review process.

Corrective action: action in order to eliminate the causes of a detected non-conformity.



Step 1: Each OLAS staff member can open a *F007 – fiche MLP* and transmit it electronically to the QMa in the frame of the improvement of the accreditation process of the CAB.



Step 2: The non-conformity is examined by the QMa to define the corrective action.

Step 3: The QMa examines the non-conformity and decides about an immediate action if appropriate.

Step 4: The QMa analyzes the causes before defining a corrective action, if necessary with the assistance of the concerned staff member.

Step 5: The corrective action is taken.

Step 6: The QMa verifies the efficiency of the undertaken action and closes the form when the action has resulted.

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2. Treatment of preventive and improvement actions

Preventive action: action following the identification of risks and intended ~~in order~~ to eliminate the causes of possible non-conformities.

Improvement action: action following the identification of opportunities and intended ~~in order~~ to improve the quality system without being preventive.

Preventive and improvement actions can be proposed to the QMa by all of OLAS staff members.

Risks and opportunities are identified from:

- The day of the “Accreditation Community”,
- The management review,
- The internal audit,
- Accreditation Committee meetings,
- Impartiality Committee meetings,
- Internal meetings,
- Proposals made by the assessors during the annual training.

The QMa opens a *F007 – fiche MLP* and treats it the same way than the corrective actions.