

IC3S

Corrective and Preventive Action Procedure

(STQC/CC/P10)

Issue : 03



CC Certification Body, STQC Directorate,
Indian Common Criteria Certification Scheme (IC3S),
MeitY, Government of India
INDIA



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0.1 Approval and Issue


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Reviewed by : Management Representative

Approved by : Head, CC Scheme

Note:

- Management Representative is responsible for issue and distribution of this document including amendments.
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1.0 Purpose:

The purpose of this document is to ensure that corrective and preventive actions (CA/PA) are in line with charter of IC3S.

2.0 Scope:

The scope of this document is to define and establish the CA/PA procedure to determine to address the root-cause analysis of Non-Conformities observed in Internal/ External audit, customer complaints/ feedback, CC comments.

3.0 Responsibility:

MR shall have overall responsibility for CA/PA.

4.0 Associated documents:

- STQC/CC/D02 - Quality Manual
- STQC/CC/D12 - Responsibility Matrix

5.0 Definitions :


For the purpose of this document, the definitions contained in clause 1.3 of the document STQC/CC/D02 - “Quality Manual” shall apply.

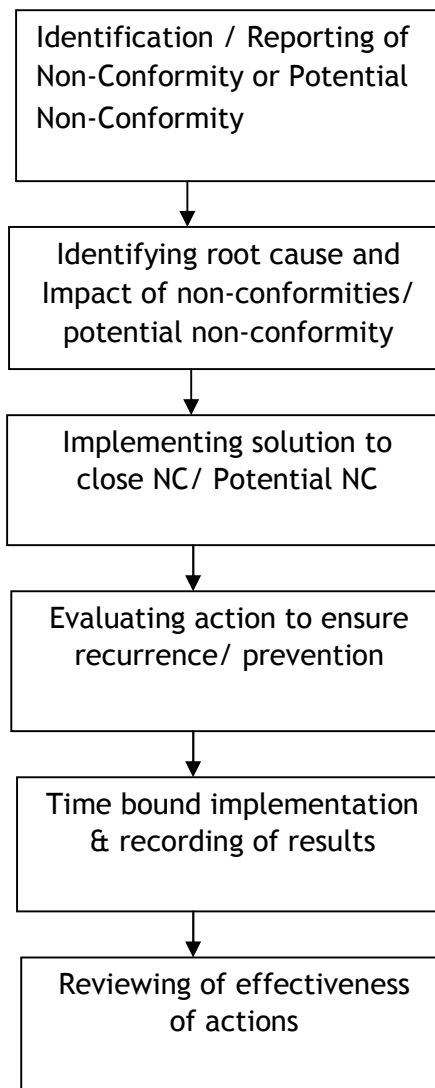
6.0 Resources :

For the purpose of the activities defined in this document, the personnel resources are identified in Doc [STQC/CC/D11](#).


7.0 Procedure of Corrective and Preventive Actions

Following approach shall be undertaken for identification and management of non-conformities in certification operations.

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Sources like audit results (internal & external), customer feedbacks/ complaints or appeals, CC comments etc. shall be taken as inputs for identification of NCs. Action for observations which are not reported as non-conformity (s) but may have impact on certification activities shall also be taken up with a view of aiming for continual improvement in certification operations.

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Certification personnel shall be responsible for overall closure of NCs/ potential NCs and maintaining records for the same.

MR shall ensure that status is verified in subsequent internal audit. Head, CC Scheme shall be kept informed about the status of non-conformity and action taken from time to time.

Root cause analysis and closure of NCs shall be verified by MR.