


VERSION NO. 1	MANUAL TITLE QUALITY MANUAL	DOCUMENT NO. QM 10.0
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10.0 Improvement

10.1. General

10.1.1. PSHSS shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These may include any of the following:

- 10.1.1.1. improving products and services to meet requirements as well as to address future needs and expectations;
- 10.1.1.2. correcting, preventing or reducing undesired effects;
- 10.1.1.3. improving the performance and effectiveness of the quality management system.

10.2. Nonconformity and corrective action

10.2.1. When a nonconformity occurs, including any arising from complaints, PSHS shall:

- 10.2.1.1. react to the nonconformity and, as applicable:
 - take action to control and correct it;
 - deal with the consequences;
- 10.2.1.2. evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
 - reviewing and analyzing the nonconformity;
 - determining the causes of the nonconformity;
 - determining if similar nonconformities exist, or could potentially occur;
 - implement any action needed;
 - review the effectiveness of any corrective action taken;
 - update risks and opportunities determined during planning, if necessary;



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- make changes to the quality management system, if necessary.

10.2.2. The heads of the offices shall ensure that corrective actions are appropriate to the effects of the nonconformities encountered.

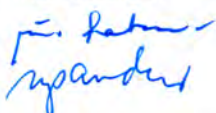
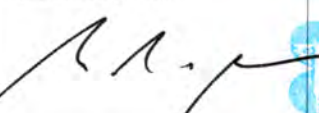
10.2.3. The corrective actions shall be documented in the Corrective Action Request (CAR) form and monitored by the QMSO.

10.3. Continual improvement

10.3.1. PSHSS uses the quality management system to improve its processes, products and services. Such improvements aim to address the needs and expectations of customers as well as other interested parties, to the extent possible.

10.3.2. PSHSS shall continually improve the suitability, adequacy and effectiveness of the quality management system.

10.3.3. PSHSS shall consider the 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.

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