

# Alfa Quality Moving A/S

Document Procedure for dealing with non-conformiy	Reg nr M 9.2	Page 1(3)	
Developed by Jörgen Johansson	Approved Marlene Rossen	Signature MR	Valid from 2013-04-11

## Purpose

This procedure describes how non-conformity to environmental management system procedures and suggestions for environmental improvements are reported, analyzed and fixed. It also states how action taken is monitored.

## Dealing with non-conformity

Non-conformity is when our actions are not consistent with policies and procedures in the environmental management system. All employees are responsible for reporting non-conformity detected. The environmental coordinator is responsible for non-conformities are handled according to this procedure. The function that is responsible for the part of the environmental work that the non-conformity concerns answer for that an analysis is conducted and proper action is taken in reasonable time. Dealing with non-conformity is done in the following steps;

- Report of non-conformity to the site manager by e-mail. State in the email that it is a report of non-conformity and describe the non-conformity.
- The site manager forward this email to the environmental coordinator by email.
- The environmental coordinator registers the report of non-conformity in the record "Compilation of reports of non-conformity and suggestions for improvement and gives it a number". Entries are made in the fields "Description", Reference to environmental management system, "Reported by", "Date", "Responsible function" and "Status". The site manager receives the report from the environmental coordinator by email and is asked to give a feedback.
- The site manager receives the report of non-conformity, analyze the report and decide on proper action. If the decision is to take action, a dead-line should be set for the implementation. The site manager reports back to the environmental coordinator by email, and entries are made in the fields "Analysis" and "Decision about action" in the report. If no action is planned the status in the report is changed to "Closed".
- The site manager is responsible for the non-conformity report is send to the environmental coordinator when the planned actions have been implemented. The environmental coordinator monitors non-conformities that are not closed and remind the site manager if actions are not implemented according to plan. Entries are made in the field "Monitoring".
- Non-conformities are closed when the status field is changed from ongoing to closed.

# Alfa Quality Moving A/S

Document Procedure for dealing with non-conformiy	Reg nr M 9.2	Page 2(3)	
Developed by Jörgen Johansson	Approved Marlene Rossen	Signature MR	Valid from 2013-04-11

# Alfa Quality Moving A/S

Document Procedure for dealing with non-conformiy	Reg nr M 9.2	Page 3(3)	
Developed by Jörgen Johansson	Approved Marlene Rossen	Signature MR	Valid from 2013-04-11

## Dealing with suggestions for improvement

Suggestions for improvement are ideas about changes to procedures in the AQM A/S environmental management system and/or practical measures with positive environmental effects. All employees are responsible for participating in work with environmental improvement and contribute with suggestions for improvement. The environmental coordinator is responsible for the suggestions for improvement, which are handled according to the procedure. The process owner who is responsible for the part of the environmental work that the suggestion for improvement concerns and is responsible that an analysis is conducted and a decision about further action is taken. The handling of suggestions for improvement follow the steps described for dealing with non-conformity.

## Reporting

The environmental coordinator reports non-conformities and suggestions for improvement to the management group as decision support for the management review.