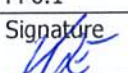


Alfa Quality Moving group

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Developed by Jörgen Johansson	Approved Kenneth Egelrud	Signature 	Valid from 2014-02-17

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.

Definitions

Non-conformity; Non-conformity is when our actions are not consistent with policies and procedures in the environmental management system.

Suggestions for improvement; Suggestions for improvement are ideas about changes to procedures in the AQM environmental management system and/or practical measures with positive environmental effects.

Responsibility for handling of non-conformities and suggestions for improvement

All employees; All employees are responsible for reporting non-conformity detected and suggestions for improvement using "Environmental incidents" in Redmine. Everybody has access to this thorough a link on Alfresco. When reporting all that should be filled in is "subject" and "description" and then click "create" at the bottom of the page.

Environmental coordinator; The environmental coordinator receives and monitors non-conformities and suggestions for improvement in the report tool "Environmental incidents". When a new report comes in the environmental coordinator screens it at assigns responsibility. The environmental coordinator closes non-conformities and suggestions for improvement when they have been resolved.

Process owners/Responsible function; Process owners and other responsible functions that are assigned responsibility for non-conformity should make an analysis, suggest proper action and decide on a deadline for implementation. They should also make sure action is taken according to plan, follow up on the effects of the action and report back to the environmental coordinator in "Environmental incidents".

Management group; A follow-up of non-conformities and suggestions for improvement should be conducted as a part of the management review. The management group should analyze causes and monitor that proper action has been taken.

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Description of process for dealing with non-conformities and suggestions for improvement

NON-CONFORMITY OR OPPORTUNITY FOR IMPROVEMENT	ALL EMPLOYEES
REPORTING THROUGH "ENVIRONMENTAL INCIDENTS"	ALL EMPLOYEES
SCREENING AND ASSIGNMENT OF RESPONSIBILITY	ENVIRONMENTAL COORDINATOR
ANALYSIS AND ACTION PLAN	RESPONSIBLE FUNCTION OR PROCESS OWNER
IMPLEMENTATION ACTION PLAN AND REPORTING	RESPONSIBLE FUNCTION OR PROCESS OWNER
MONITORING AND CLOSING OF REPORTS	ENVIRONMENTAL COORDINATOR
FOLLOW-UP AND ANALYSIS AT MANAGEMENT REVIEW	MANAGEMENT GROUP