



# COMMON MANAGEMENT SYSTEM STANDARD ACTION MANAGEMENT AND NON- CONFORMITY

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## 1. OVERVIEW

This document sets out IGOs standard for action management and non-conformity. In overview, it is intended that IGOs business processes ensure that actions designed to mitigate the consequences of actual and potential non-conformities are effectively managed and closed-out.

## 2. APPLICATION

This standard applies to all IGO operations and managed activities. For the purpose of this standard, a non-conformity is:

- any unacceptable variation from IGO policy and standards, business process and procedures
- any unacceptable variation from IGOs business plan, improvement programs and associated budgets.

## 3. PERFORMANCE REQUIREMENTS

### 3.1 Identifying Non-Conformities

IGO will ensure business processes and related procedures are in place to manage actual and potential non-conformities.

The procedures will define requirements for:

- identifying, ranking and correcting non-conformities and taking action to mitigate their consequences
- investigating non-conformities, determining their cause(s) and taking action to avoid their recurrence
- evaluating the need for action to prevent non-conformities and implementing appropriate actions designed to avoid their occurrence
- recording and communicating the results of corrective action and preventive action taken.

### 3.2 Action Management

IGO will ensure procedures are in place to identify, prioritise, assign and manage actions to close-out non-conformities in a timely manner. Actions are appropriate to the nature and scale of the actual or potential consequence or level of risk and address the root cause of the deficiency.

### 3.3 Electronic Action Tracking Systems

IGO will ensure electronic action tracking systems are in place for all significant business processes.

IGO uses two electronic action tracking systems: INX and Wrike.

#### 3.3.1 INX

IGO maintains a centralised electronic action tracking system (INX) for managing and tracking actions arising from:

- incident incidents, audits, hazard identification and risk management

- complaints and suggestions for improvement management of change processes
- internal and external audits and assessment reviews inspections.

INX collates key information relating to the action including:

- the date, its description, how it was identified and who identified it, source documentation
- a record of the risk and priority associated with the action
- assigning a unique individual identification number for each action
- ensuring each action is assigned to a responsible person
- recording the due date for the completion of each action requires each action be approved by the responsible manager
- tracking the implementation status of the action through to close-out
- escalating actions that are not completed by the due date to the next level of management for action
- where relevant, recording who is responsible for verifying the effectiveness of the action and tracking its status
- generating monthly status reports for management review.

### **3.3.2 Wrike**

IGO maintains a centralised electronic action tracking system (Wrike) for managing and tracking significant actions arising from:

- IGOs business plan and improvement programs
- budgets.

IGO will ensure relevant personnel are trained in the use of the electronic action tracking system.

Alternate arrangements to Wrike may be put in place at a site level at the discretion of the site's general manager.

## **3.4 Regular Review**

IGO ensures that:

- there is regular review to ensure actions have been appropriately managed and implemented, and undertaken in a timely manner, and that they have been appropriate for correcting non-conformities and/or preventing non-conformities from recurring
- data and information from the electronic action tracking system is regularly reviewed and analysed for trends, patterns or indicators of recurring deficiencies, and failure to satisfactorily address significant issues within a reasonable timeframe.

## **4. SYSTEM REVIEW**

IGO will periodically review:

- the efficacy of its electronic action tracking systems
- the general application of this standard.