COMMON MANAGEMENT SYSTEM STANDARD 16 ACTION MANAGEMENT AND NON-CONFORMITY

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DATE	NAME	CHANGE	APPROVED	REVISION
12/07/2016	Keith Ashby	Issued for Use	Executive Leadership Team (ELT)	0
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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.