



Document Code		
QM-10		
Document Title		
Improvement		
Rev. No.	Eff. Date	Page
01	05.11.2018	Page 1 of 2

## SECTION 10.0 – IMPROVEMENT

### 10.1 General

NEDA-ICC Secretariat determines and selects opportunities for improvement and implements any necessary actions to meet client requirements and enhance client satisfaction.

Improvements are driven by QMS data and information and these activities include:

- a) Improving outputs to meet requirements as well as to address future needs and expectations;
- b) Correcting, preventing, or reducing undesired effects; and
- c) Improving the performance and effectiveness of the quality management system.

NOTE: Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

### 10.2 Nonconformity and Corrective Action

A nonconformity occurs when a specified requirement is not fulfilled or not complied with. To ensure that these nonconformities are addressed and specified requirements and criteria are complied with, corrections and corrective actions are taken by all concerned without undue delay.

#### 10.2.1 Correction and corrective action

When a nonconformity occurs, including any arising from complaints, NEDA:

- a) Reacts to the nonconformity and, as applicable:
  - 1) Takes action to control and correct it;
  - 2) Deals with the consequences;
- b) Evaluates the need for action to eliminate the cause(s) of the nonconformity, in order to prevent recurrence or occurrence elsewhere, by:
  - 1) Reviewing and analyzing the nonconformity;
  - 2) Determining the causes of the nonconformity;
  - 3) Determining if similar nonconformities exist, or could potentially occur;
- c) Implements any action needed;
- d) Reviews the effectiveness of any corrective action taken;
- e) Updates risks and opportunities determined during planning, if necessary;
- f) Makes changes to the quality management system, if necessary.

Corrective actions are appropriate to the effects of the nonconformities encountered.



<b>Document Code</b>		
QM-10		
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Improvement		
<b>Rev. No.</b>	<b>Eff. Date</b>	<b>Page</b>
01	05.11.2018	Page 2 of 2

### 10.2.2 Retained documented information.




Concerned NEDA Staffs/process owners retain documented information (records) as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken; and
- b) the results of any corrective action.

*Reference: Nonconformity and Corrective Action Procedure (QSP-QMS-05)*

### 10.3 Continual Improvement

The NEDA-ICC Secretariat continually improves the suitability, adequacy, and effectiveness of the quality management system by considering the results of analysis and evaluation and the outputs of management reviews. Determined needs or opportunities for improvement are pursued, planned, and acted upon as part of continual improvement of the NEDA-ICC Secretariat QMS on ICC Appraisal and Facilitation of ICC Action Process.

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