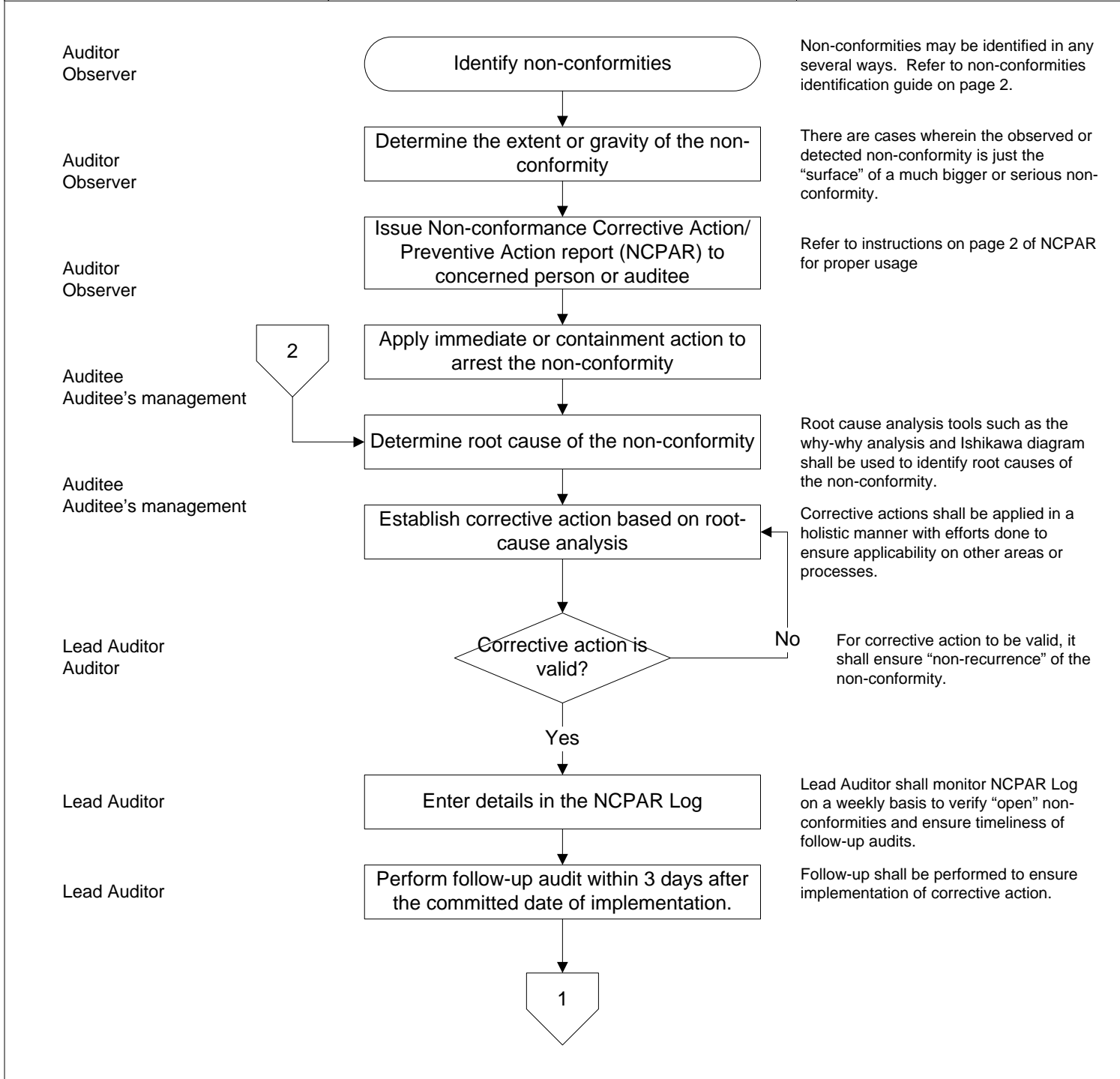




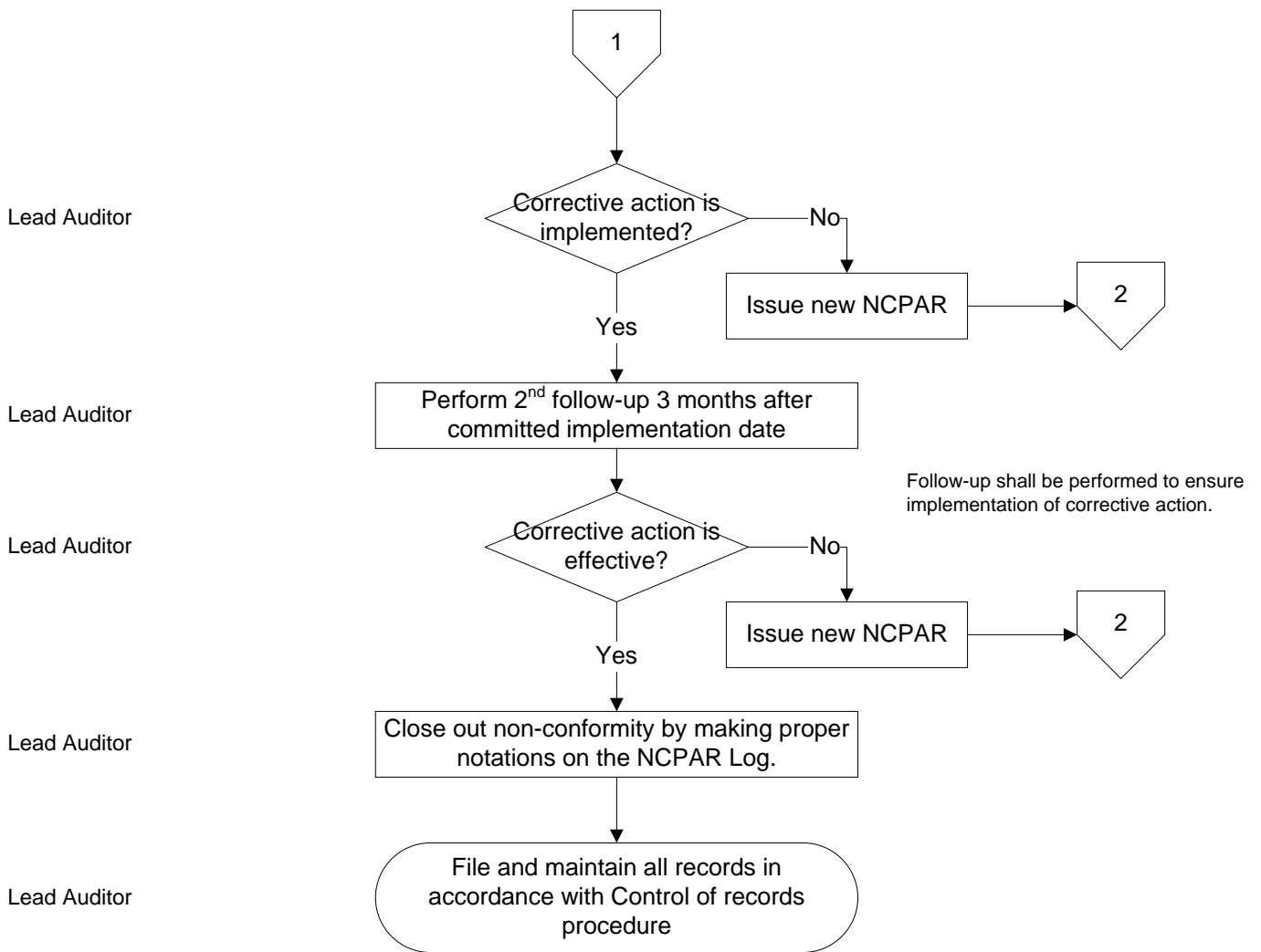
Document Title <b>CORRECTIVE ACTION PROCEDURE</b>		Document Ref No <b>I27KIForum-ROR-CA</b>	
Prepared and reviewed by <b>Richard O. Regalado</b>	Approved by	Revision Stat <b>0</b>	Page/Total <b>1/2</b>

<b>Purpose</b>	The purpose of this procedure is to have a defined method in applying corrective actions to eliminate the cause of non-conformities on the established information security management system (ISMS).
<b>Scope</b>	This procedure covers the collection of data on non-conformities, analysis of the root cause of nonconformities and action planning to prevent recurrence of problems.

RESPONSIBILITY	PROCESS FLOW	DETAILS
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REVISION HISTORY		
No	Revision Details	Effectivity Date
0	Initial issue	2007 09 20
1		
2		



Instances where non-conformities may be found

SITUATIONS	DESCRIPTION
As a result of internal ISMS audits	All observed non-conformities and observations shall merit corrective actions from the auditee and auditee's management.
Process non-conformity	Non-conformities related to process deviations. Examples would be: non-updating of virus definitions, non-monitoring of required logs, non-implementation of a security procedure. Process non-conformities may be raised outside the internal audit activities by any staff who has observed the event.
Product non-conformity	A deviation or error on the output of a process thereby compromising integrity. Examples would be errors in coding that were uncovered by the customer, non-attainment of service level agreements. Product non-conformities may be raised outside the internal audit activities by any staff who has witnessed the non-conformity.
Customer complaints	Valid complaints coming from customers.
Information security incidents	Corrective action shall be established on all valid information security breaches after the remediation steps have been accomplished (Refer to IS Investigation form)