QC 21 Non Conformance Report

Date	24/09/2019
Issue id unique identifier	**155082**
BSI Ref (if applicable) unique identifier	1826110-201909-N1
Responsibility Person Overall responsible	Derek Lamb
Non-Conformance statement of the problem	Auditing Organization Logos within the QMS documentation (Certificate of calibration of the Tom Thumb and EyeMax2TM Phototherapy Eye Masks web site leaflet) have not been correctly used.
Investigation By: Person responsible	Derek Lamb
Investigation Issue id (if applicable) Root Cause Analysis	We have kept old leaflets and letterhead paper as we did not want to throw it out, as it seemed wasteful. This has meant we were using paperwork with the old BSI Logo on it. We should have monitored and reviewed our stock of paper and leaflets to make sure the BSI Logo and dates were the correct version. We did not have a procedure that specifically instructs us to review this.
Corrective Action By: Person responsible	Derek Lamb
Corrective Action Issue ID (if applicable): Relevant and	Issue ID 155021 Issue ID 154643 Issue ID 154642

Proportionate Corrective Action	Issue ID 154641 Issue ID 154640 Issue ID 154639 Issue ID 154638 Issue ID 154637 Issue ID 154636 Issue ID 154635 Issue ID 154634 Issue ID 154633 Issue ID 154632 Issue ID 154631 Issue ID 154630 Issue ID 154629 Issue ID 154628 Issue ID 154627 Issue ID 154626 Issue ID 154625 Issue ID 154624 Issue ID 154623 Issue ID 154622 Issue ID 154621 Issue ID 154620 Issue ID 154619 Issue ID 154618 Issue ID 154970 Issue ID 150396 Process ID 7941 Process ID 5890 Process ID 5887
Time Scale for Corrective Action Time for completion of all identified actions	Immediate Action to be completed by 19th October 2019 Corrective action to be completed by 19th October 2019
Corrective Action:	**Immediate Action** We will remove all our old letterhead and leaflets from the buildings and website, so it cannot be used inadvertently. Issues will be sent company wide to ensure all old stock has been disposed of and to make everyone aware that we have to use the correct version of the BSI logo. Issue will be sent to marketing to review all

	leaflets available on the web site and remove all those that have any BSI Logo on them. **Corrective Action** Regular reviews will be carried out on Letterhead paper, leaflets, digital copies and any other printed advertising, to make sure they are using the current version of the BSI Logo. A new process will be added in to Intrastats, which will generate the requirements of all the processes eg. Risk Assessments, Measurable Objectives and Training Requirements. This will generate Rolling Task, Rolling Issue and Rolling Audit Task. A rolling issue will be added to remove the BSI Logo and any reference to BSI from all letterhead paper, leaflets, digital versions and any other printed advertising. It will be sent annually to make sure it is reviewed and current. A Rolling Audit will Ensure the task is completed in a timely manner each year. This process is a new addition to the system and does not affect any existing processes.
Follow-up future issue id (Effectiveness verification)	
Effectiveness verification	
Closed By:	
Closed on	7/8/2022