

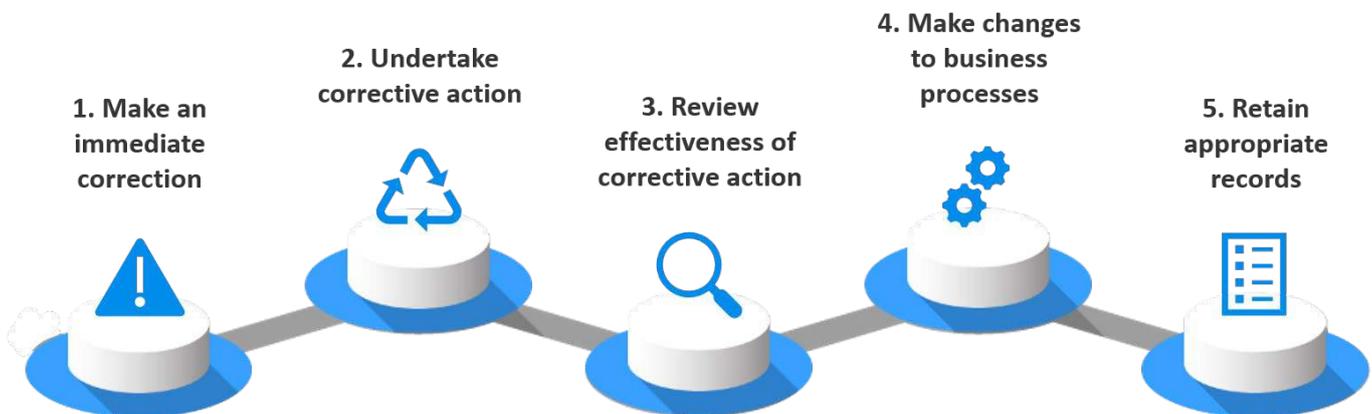
Managing Nonconformities under LGAP

What is a nonconformity?

- The LGAP Standards contain requirements that must be met to achieve and maintain LGAP certification. A nonconformity occurs when a requirement is not being met, or it cannot be shown how it is being met.
- Nonconformities may be identified during internal audits, external audits or as part of an investigation into a complaint.
- Nonconformities must be recorded in the AniMark IT Conformance System.
- The LGAP Certification Rules Annex D and LGAP1002 - Section 11 contain the full details about nonconformities under LGAP.

What is nonconformity management?

- Identifying, correcting, and eliminating the cause of nonconformities is called nonconformity management.
- Nonconformity management is part of the continuous improvement process. LGAP-certified entities can fix nonconformities while maintaining their certification status, helping to minimise any disruption to their business operations.
- It is expected that Operators or Facilities may fall out of conformity from time to time, what is important is their timely and effective action to move back into conformance.



What is a corrective action?

Immediate action

- In some cases, immediate action (correction) needs to be taken to eliminate the effect of a nonconformity. For example, immediate action might be needed to prevent animals being harmed.
- Corrections are undertaken immediately and could include stopping an activity temporarily and fixing equipment.



Corrective and preventative action

- In all cases corrective action must be taken for all nonconformities to eliminate the cause of the nonconformity and prevent it from happening again. This approach encourages continual improvement over time.
- For example, corrective actions might include updating a procedure, re-training personnel, or increasing the frequency of checking equipment to ensure it does not break again.

Nonconformity Level and Corrective Action Timeframes

- There are three levels of nonconformities. The level allocated depends on the impact and frequency of the issue.
- The Approved Auditor uses the nonconformity matrix in the LGAP Certification Rules to determine the level.
- Each level has a timeframe in which corrective action must be undertaken.
- It is important to complete the corrective action by the due date. A nonconformity will escalate to the next highest level if corrective action is not undertaken by the due date.

Nonconformity Level	Timeframe	Escalated to
Minor	30 days	Major
Major	7 days	Critical
Critical	3 days	Suspension
Suspension*	30 days	Withdrawal**

*suspension means a facility is unable to receive further LGAP livestock until it is lifted.

**withdrawal is a loss of LGAP certification

Who is responsible for nonconformity management?

Approved Auditors issue nonconformities, review corrective actions and close nonconformities as part of external audit and complaint investigations

LGAP Operators and Facilities must undertake corrective actions and provide relevant details and/or evidence to Approved Auditors. Nonconformities and corrective actions from internal audits are also managed by the Operators and Facilities.

Approved Certification Bodies or Approved Auditors escalate nonconformities if they are not closed by the due date.



AniMark IT Conformance System and record keeping

- All nonconformities raised by Approved Auditors are detailed and issued in the AniMark IT Conformance system.
- Details and evidence of corrective actions undertaken are to be entered and sent via the AniMark IT Conformance System to the Approved Auditor for review and closure, or escalation if necessary.
- Records and evidence of corrective actions must be kept.