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10. IMPROVEMENT

10.1 General

The LRTA undertakes to determine and select opportunities for improvement and implement any necessary actions to meet customer requirement and enhance customer satisfaction, which include the following:

- improving products and services to meet requirements as well as to address future needs and expectations of customers and other relevant interested parties;
- correcting, preventing or reducing undesired effects; and
- improving the performance and effectiveness of the QMS.

10.2 Nonconformity and Corrective Action

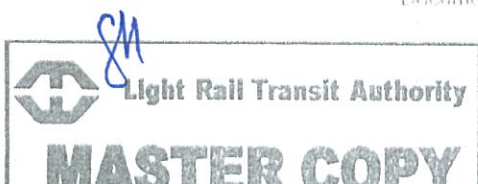
The Authority has established and continues to maintain the Control of Non-Conformity and Corrective Action Procedure. When a non-conformity occurs/recurs, including any arising from complaints, it commits to react to the nonconformity and, as applicable, take action to control and correct it; and deal with the consequences.


The LRTA through its responsible units, undertakes to also evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by reviewing and analyzing the nonconformity, determining the causes of the nonconformity, and determining if similar nonconformities exist, or could potentially occur. It undertakes to implement any needed corrective actions; review the effectiveness of any corrective action taken; update risks and opportunities determined during planning, if necessary; and make changes to the QMS, if necessary, in order to eliminate the cause/s of nonconforming works and services or deviation from policies and procedures in the QMS. This is to ensure that nonconformities will not occur or recur. The identified risks and opportunities determined during planning will, likewise, be reviewed and updated to ensure that they are still applicable and relevant. Likewise, it ensures that corrective actions are appropriate to the magnitude of the problems and risks involved. All actions taken are recorded, approved, and monitored.

Corrective actions may include the following:

- The effective monitoring and handling of customers' complaints/feedback and report of non-conformities;

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- Investigation of the cause(s) of non-conformities with regards to services, processes, and quality management system, and the recording of the result of investigation;
- Determination of the action to be implemented; and
- Submission of actions taken for management review of their effectiveness.


LRTA ensures to record/document and retain documented information about the nature of the nonconformities and any subsequent actions taken to resolve such nonconforming goods and services/works as well as the results of any corrective action, as evidence.



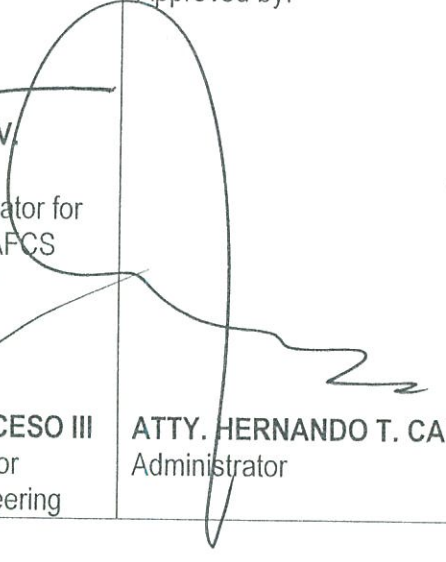
10.3 Continual Improvement

The LRTA commits to continually improve the suitability, adequacy, and effectiveness of the QMS taking into consideration various inputs such as its quality policy, quality objectives, audit findings/results, analyses of data, corrective actions, and outputs from performance/management review meetings.

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