 **Corrective Action Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Faculty:** |  | **Section:** |  |
| **College:** |  | **Unit:** |  |

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Where was the need for the improvement identified?** | **Area of Concern** | **Root cause of issue**  (see [Guide to Root Cause Analysis](http://sitwww.tafensw.edu.au/pack/document/view/?AQVMTKBDV0YSYBT3VOJM)) | **Corrective Action - Describe the required improvement & action(s) to be implemented** | **To be actioned by** | **Risk Rating**  **(Extreme**  **/High/**  **Medium/**  **Low)** | **Deadline for completion of action** | **Status**  **Open/**  **In progress/**  **Closed** | **Corrective action effectiveness** | **Report/Comments** |
| ISO audit | Poster on wall out of date | Process for marketing advertising not developed | 1: local: Replace out of date poster  2: systematic: develop marketing advertising procedure and communicate to staff | 1:Customer service (Marilyn Monroe)  2: Promotions and communications (Gene Kelly) | Low | Dd/mm/yy | Closed dd/mm/yy | Monthly review of all posters in section by Customer service officers | Marylin has replaced all posters at location with current materials.  Jean has developed a new procedure for marketing advertising and is uploaded to SydNet- PaCK. Communication through email to all staff and on staff noticeboard on Sydnet front page. |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |