 **Corrective Action Plan**

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

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| **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| ISO audit  | Poster on wall out of date | Process for marketing advertising not developed | 1: local: Replace out of date poster2: systematic: develop marketing advertising procedure and communicate to staff | 1:Customer service (Marilyn Monroe)2: Promotions and communications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. |
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