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10.1 General Requirements

TPB ensures that opportunities for improvement are determined and selected. These opportunities for improvement are addressed with necessary actions to meet customer requirements and enhance customer satisfaction.

TPB exerts efforts to:

- a) improve products and services to meet current customers' and stakeholders' requirements, including their future needs and expectations;
- b) correct, prevent or reduce undesirable effects;
- c) improve the performance and effectiveness of the Quality Management System processes.

10.2 Nonconformity and Corrective Action

10.2.1 TPB has established a procedure on the implementation of the corrective action taken to ensure that nonconformities are not recurring. Concerned departments where nonconformities are not identified, the following activities are carried out:

- a) reacting to nonconformities identified by taking actions to control and correct it and dealing with their actual or potential consequences;
- b) evaluation for the needed action to ensure root causes of the identified nonconformities do not recur or occur elsewhere in TPB's Quality Management System by:
 - 1) reviewing and analyzing the identified nonconformities, including customer and stakeholder complaints;
 - 2) determining the root causes of the nonconformities;
 - 3) determining the similar nonconformities existing or could potentially occurring in TPB's departments and offices;
- c) implementation of action needed;
- d) review of the effectiveness of the corrective action taken;
- e) update of strategic or process risk registers, if necessary; and
- f) changing the Quality Management System, if necessary.

QUALITY MANUAL
**SECTION 10 :
IMPROVEMENT**

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TPB ensures that corrective action taken are appropriate to the effects of the nonconformities encountered.

10.2.2 TPB retains all documented information generated from the implementation of the corrective action process as evidence of:

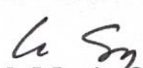
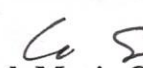

- a) the nature of the nonconformities and any subsequent actions taken;
- b) the results of any corrective action.

Relevant Documented Information	
SPM-05	Nonconformity and Corrective Action

10.3 Continual Improvement

TPB continually improves the suitability, adequacy and effectiveness of the Quality Management System and its processes to ensure that the organizational objectives are achieved.

TPB considers the results of analysis and evaluation, and the actions and decision from Management Reviews, to determine if there are needs or opportunities that need to be addressed as part of the Quality Management System continual improvement.

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