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Continual Improvement of the ONR Management System			
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1 INTRODUCTION

The ONR management system is comprised of inter-related and interfacing processes which, when deployed effectively, help the organisation to meet our strategic objectives and achieve our individual goals.

In order to ensure that our processes, and by association the ONR management system, remain fit-for-purpose, it is important that we continually evaluate the performance of our processes, address any non-conformities, and make any necessary improvements.

Improvements to processes within the ONR management system could arise by addressing non-conformances, such as:

- Correcting an error within a process which is providing an undesirable or unintended outcome;
- Identifying an inefficiency within a process and taking steps to address it; or from,
- Clarifying the requirements and/or responsibilities associated with the process.

The ONR are also required by international standards to evaluate process-related non-conformities and ensure that suitable corrective actions are taken to mitigate the cause or prevent the reoccurrence of the non-conformity (REF. 1).

1.1 Purpose

The purpose of this ONR Procedure is to set out the principles and requirements for the identification, recording, and reporting of opportunities for improvement within the ONR management system.

The objectives of the process are as follows:

- To provide a process to enable individuals to identify and record relevant opportunities for improvement (where an existing process is not currently available).
- To provide a process to enable all identified opportunities for improvement to be handled effectively, with corrective actions being applied where necessary, and
- To implement a process to enable the review of trends in opportunities for improvement, and to identify and address systematic causes of non-conformances so that ONR's aim of continual improvement can demonstrably be put into effect.

1.2 Scope & Applicability

The scope of this process covers the responsibilities and requirements associated with the identification, recording and trending of process-related opportunities for improvement within the ONR management system.

The responsibilities and requirements detailed in this Procedure apply across all processes which make up the ONR management system.

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NOTE: This Procedure does **not** cover the specific responsibilities and requirements associated with the management of other types of non-conformances, for example, those identified through internal audits or raised through the complaints process. These are managed in accordance with other ONR management system arrangements.

1.3 Definitions

Table 1 - Table of Definitions

Term/Acronym	Description
Opportunity for improvement	Considered to be include any of the following actions to address a process-related non-conformance: <ul style="list-style-type: none">▪ Correcting an error within a process which is providing an undesirable or unintended outcome (i.e. addressing a non-conformance); or from,▪ Identifying an inefficiency within a process and taking steps to address it;▪ Clarifying the requirements and/or responsibilities associated with the process.

2 PROCEDURE

2.1 Identification & Reporting of Opportunities for Improvement

Any individual within the organisation can report an opportunity for improvement within the ONR management system.

Individuals who are seeking to report an opportunity for improvement is to inform the **Management System Manager** at the earliest convenience. This can be done so through HOW2, directly via email, or through other forms of communication such as video-call or telephone.

Individuals should be clear about what the opportunity for improvement relates to and suggest any proposed corrective/improvement related actions.

2.2 Recording Opportunities for Improvement

The **Management System Manager** is responsible for recording all reported opportunities for improvement.

All reported opportunities for improvement will be recorded in PRISM – ONR’s risk and audit management platform – and attributed a unique identification reference number for tracking purposes. They will also be appropriately categorised and prioritised using a graded, risk-based approach.

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Any corrective/improvement related actions will also be recorded within PRISM and will also be attributed a unique identification reference number for tracking purposes. The **Management System Manager** will inform the Process Owner of any corrective/improvement related actions prior to sentencing them within PRISM and will agree any timescales for completion.

2.3 Corrective/Improvement Action Management

The **Process Owner** (or a suitable nominated delegate) will be responsible for completing any corrective/improvement related actions, in accordance with agreed timescales.

The **Management System Manager** will track the status and completion of corrective/improvement related actions.

2.4 Trending of Opportunities for Improvement

The **Management System Manager** will continually review opportunities for improvement to identify any prevailing trends associated with the ONR management system and report any trends into the annual management review report.

The **Management System Manager** will maintain the opportunities for improvement action log within PRISM.

3 RECORDS

Records associated with the process could be in the form email correspondence or recorded statements as a result of a video or telephone call.

Opportunities for improvement will be logged and stored within PRISM. Where applicable, attachments will also be stored within PRISM to support the close-out of corrective/improvement related actions

4 REFERENCES

Table 2 - References

Ref. No.:	Title
1	IAEA General Safety Standard No.: GSR Part 2 - "Leadership and Management for Safety"