

To: All Clients

From: John Graham

REF: Effectiveness of Corrective Actions

Many people are confused over the removal of the word "effectiveness" at the end of the section on 'Corrective Action' (8.5.2 ISO9001:2000). The question is "Do we still have to ensure the effectiveness of corrective actions taken now that the wording only says review the corrective actions taken?"

Remember that ISO9000:2000 which has the definitions, is a Normative Reference according to 2.0 page 1, ISO9001:2000. The definition of REVIEW in 3.8.7 ISO9000:2000 states: activity undertaken to determine the suitability, adequacy, and effectiveness of the subject matter to achieve established objectives.

Therefore, you still have to determine the effectiveness of the corrective actions taken.
Look out for other hidden meanings.

Thanks,

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