



Global Certification Bureau

Corrective Action Form QMS-P08-F01

Department/process: HR	
Audit Date: 2025-12-04	NCR No.: 1
Auditor Name: Merna Tarek	
Clause No.: 7.2.d	Audit Criteria: iso 9001-2015
Finding Description: The organization does not consistently retain sufficient documented information as evidence of employee competence,	
Evidence: During the review of competence and personnel records, some employee files did not contain adequate documented evidence demonstrating competence (e.g., incomplete competence evaluation/training evidence aligned to the job requirements).	
Criteria from ISO Standard: clause 7.2 d the organization shall retain documented information as evidence of competence	
Auditor Name: merna tarek	Signature
Proposed Action date: 2025-12-30	Due Date: 2026-01-04
Correction: -Assign responsibility of completing all employee files including competence needed for all roles	
Root Cause Analysis: Competence requirements and the corresponding documented evidence to be retained in personnel files have not been clearly defined and embedded in the HR process	
Corrective Action: Perform a 100% review of existing personnel files against the new checklist and collect any missing competence records. Provide a short awareness session for HR staff and line managers regarding the updated competence and documentation requirements.	
<input checked="" type="checkbox"/> Action Accepted	<input type="checkbox"/> Action Not Accepted
Comments:	
Closed <input checked="" type="checkbox"/>	Close Date: 2025-12-23