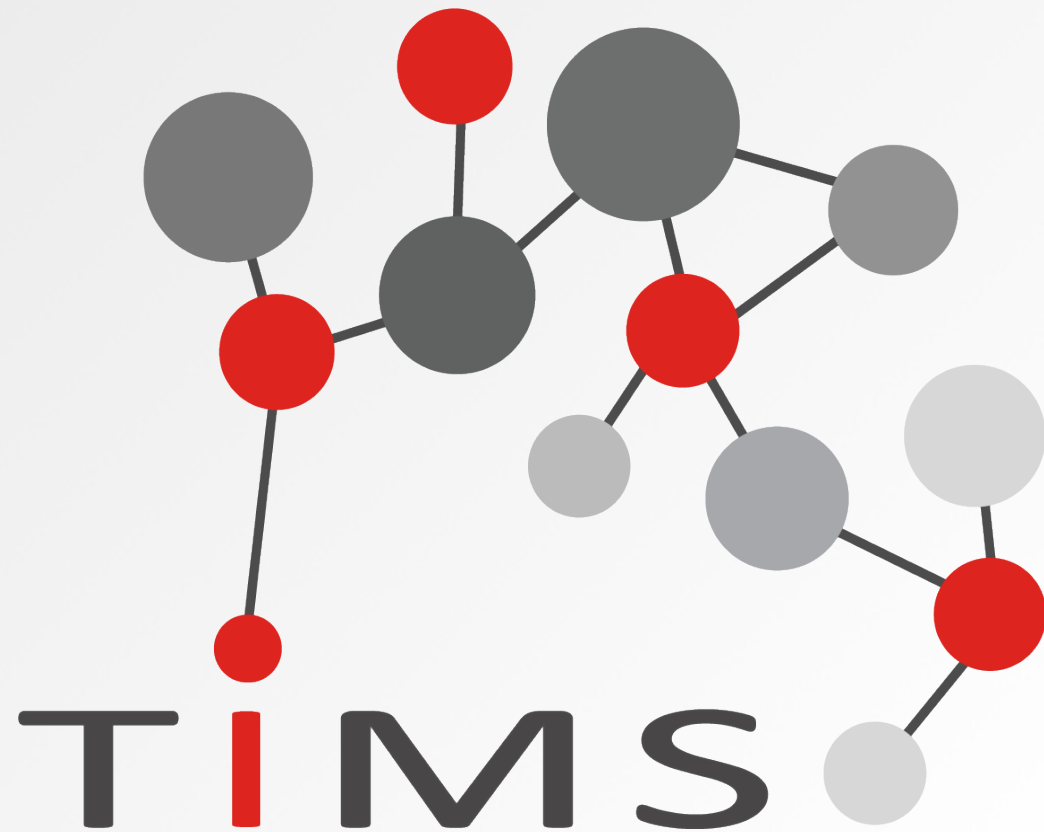


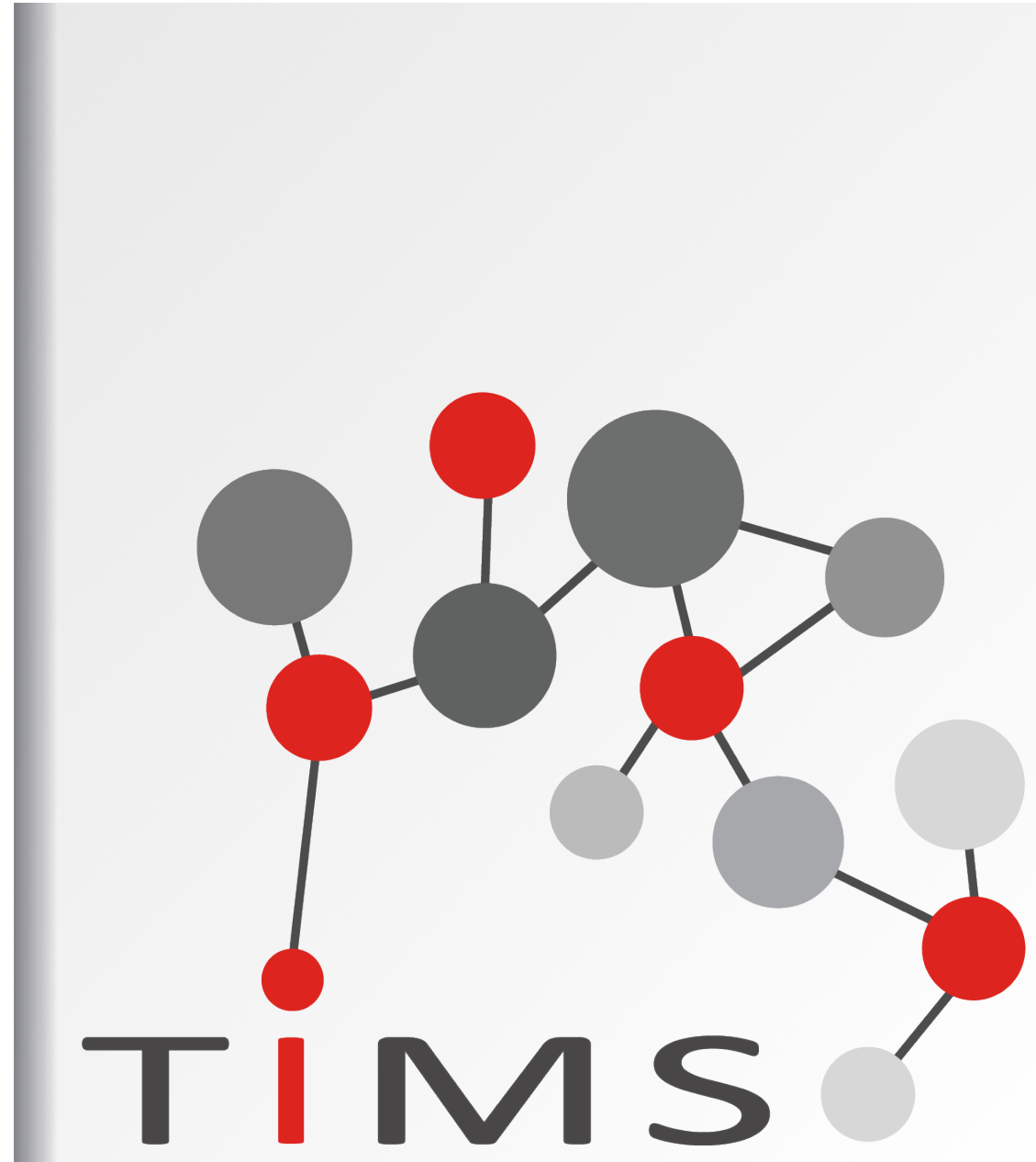
**Innovation management —
Innovation management
system**



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Improvements



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The organization must identify and select improvement opportunities and implement the necessary actions and changes in the IMS, taking into account the performance evaluation results.



The organization should consider actions and changes to:

Maintain or improve strengths;



Eliminate deficiencies and deficiencies;



Correct, eliminate or reduce deviations and non-conformities.





- The organization must ensure that actions and changes are implemented in a timely, complete and effective manner.
- The organization must communicate activities and changes within the organization and other relevant stakeholders to stimulate learning and improvement.
- Deviation can be described as an identified shortcoming, undesirable effect or difference from expected performance, while nonconformity is failure to meet requirements.



Deviation, nonconformity and corrective action



If a deviation or non-conformity occurs, the organization shall:



- a) respond to the deviation or non-conformity and, if necessary:
 - 1) take measures to control and correct it;
 - 2) face the consequences;



If a deviation or non-conformity occurs, the organization shall:



- b) evaluates the need to take measures to eliminate the causes of the deviation or non-compliance, so that it does not recur or reoccur elsewhere, by:
 - 1) examine and analyze the deviation or discrepancy;
 - 2) determine the root causes of the deviation or non-compliance;
 - 3) determine whether similar deviations or inconsistencies exist or could occur;



If a deviation or non-conformity occurs, the organization shall:

- c) perform all necessary actions;
- d) review the effectiveness of the corrective actions taken;
- e) if necessary, update the opportunities and risks determined during planning;
- f) if necessary, make changes to the IMS.



Corrective actions must correspond to the impact of identified deviations and non-conformances.



The organization must maintain documented information confirming:

a) the nature of deviations or non-conformities and any subsequent actions taken;

(b) the results of any corrective actions.





Continuous improvement

The organization must continuously improve the suitability, relevance, efficiency and effectiveness of the IMS.







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