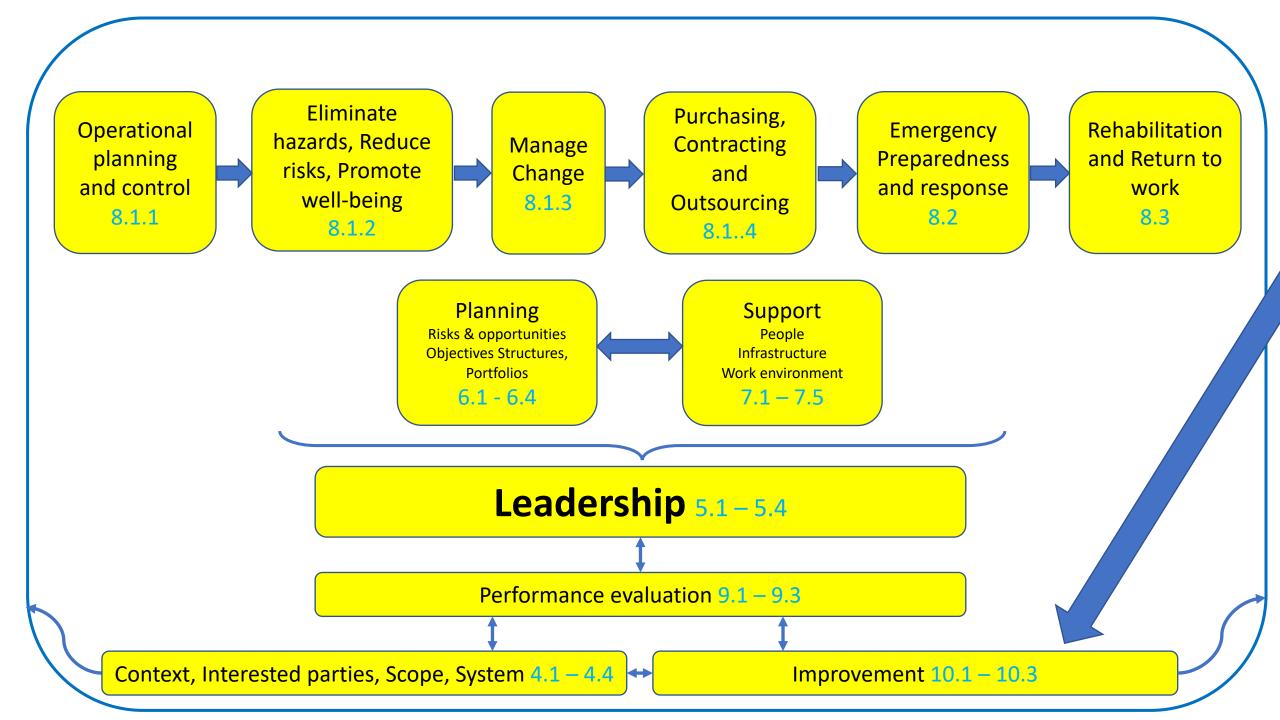
Clause 10: Improvement

Clause 10.1 Non-conformity and Corrective Action Clause 10.2 Improvement







Actions to improve resilience can come from many sources







React to the nonconformance and deal with the consequences

• 10.1.2

Find ways to enhance strengths and improve recovery through corrective actions



No-conformities are 'nuggets of gold' — they will help you make your BCMS stronger

Make the actions match the issue



Use the documentation process you have in place to track the improvements – it will help show you what's working (and what's NOT working!)

10.1.3

Improvements to the BCMS will make you more competitive

10.2



Three takeaways from 'Improvement'

- 1. Non-conformances are 'nuggets of gold'
- 2. Corrective action results will help you become more resilient
- 3. Management needs to support 'business continuity' in order to stay competitive

Time for the *FINAL* quiz!

You'll need your copy of ISO 22301 to answer the quiz questions after each Lesson



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