

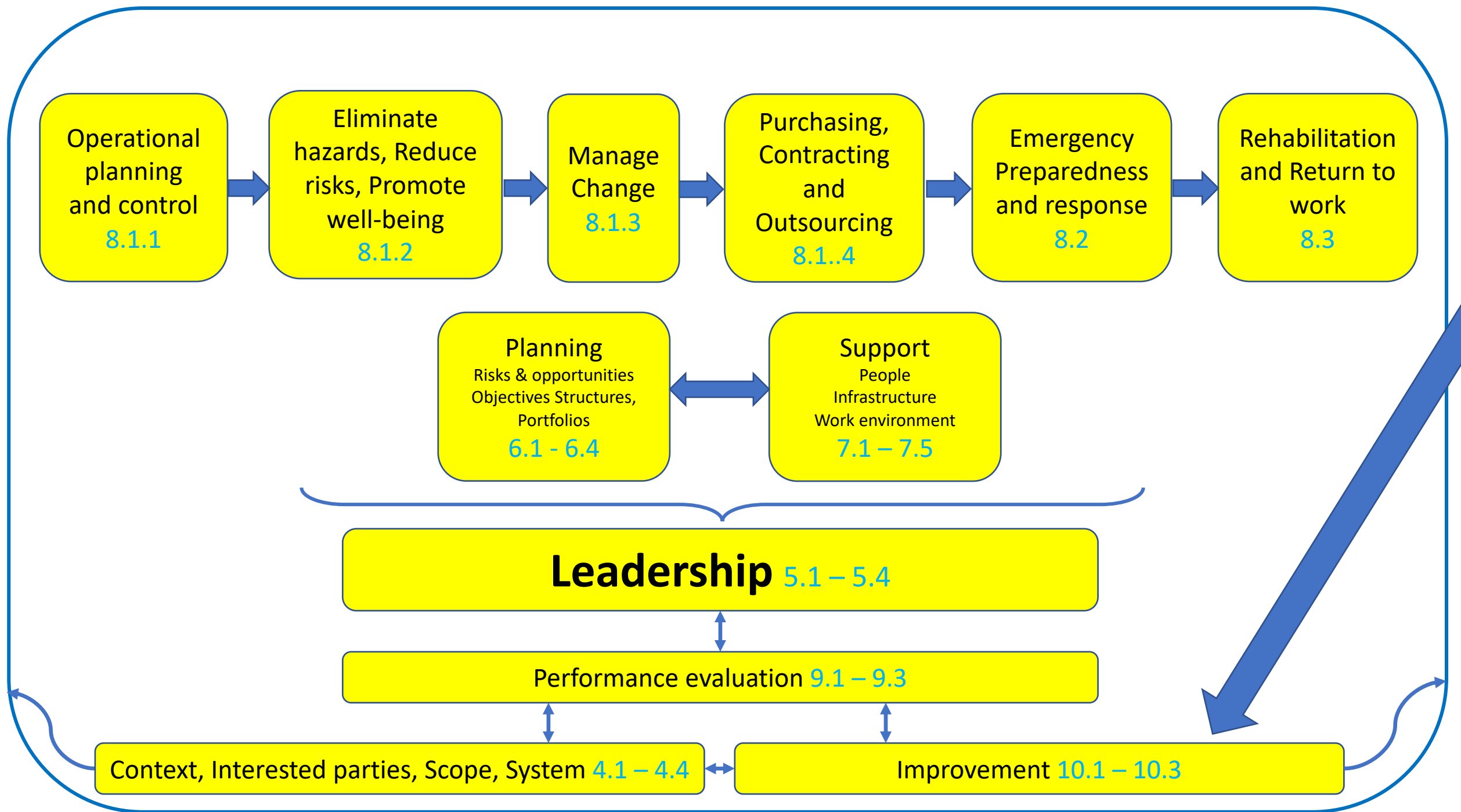
Clause 10: Improvement

Clause 10.1 Non-conformity and Corrective Action

Clause 10.2 Improvement



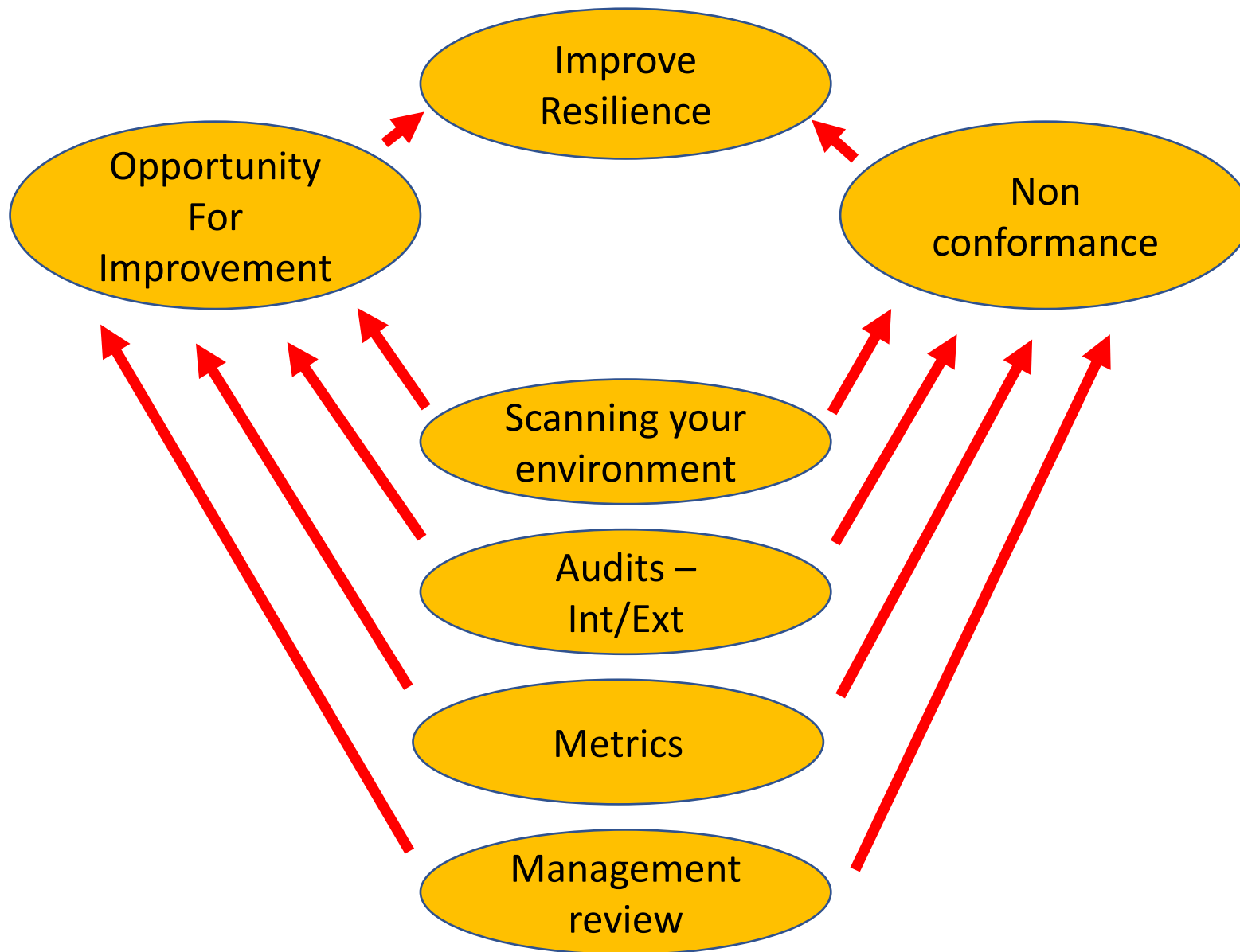
Simplify ISO 



Actions to
improve
resilience can
come from
many sources

10.1







React to the non-conformance and deal with the consequences

- 10.1.2

Find ways to
enhance
strengths and
improve
recovery
through
corrective
actions

10.1.2



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

Make the actions
match the issue

10.1



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

