

CALA ACCREDITATION PROGRAM INSTRUCTIONS

RESPONSES TO REQUIRED ACTIONS

In order to maintain good turnaround time on CALA's review of your responses to required actions, we require that you follow the following instructions. Failure to do so may result in CALA refusing to review the responses. In this case, the responses will be returned to the lab, with a request to reorganize and resubmit the documentation in accordance with these instructions.

1. By the implementation date on your assessment report, please complete and submit by email only, A114 - *Action Response Form*, which is emailed to the laboratory contact.
2. **For Required A items:** In the column labeled *Corrective Action*, please include a brief description of the action taken to address the nonconformance. In the column *Supporting Documentation*, please reference the supporting objective evidence (e.g., page # and section X of standard operating procedure Y). Please do not modify the table or add any formatting (i.e., bullets, numbered lists, indenting etc.).
3. **For Required B items:** In the column labeled *Corrective Action*, please include a brief description of the action taken or planned to address the nonconformance. Supporting documentation is not required.
4. Please forward this electronic copy of A114 - *Action Response Form* to:
Karen Smith (ksmith@cala.ca)

Please mail/courier the supporting evidence to:

Attention: Karen Smith
CALA, Suite 310, 1565 Carling Avenue,
Ottawa, ON, K1Z 8R1

5. Objective evidence must be submitted for every item that is a required action (i.e., Type A action). Examples include: copies of standard operating procedures (SOPs), photographs, calibration certificates, paid invoices, packaging slips, training records, copies of analytical runs, etc. Written affirmation, without supporting documentation, cannot be accepted as a satisfactory response to a requirement. This includes

requirements relating to management reviews and internal audits. Electronic copies of supporting documentation may be submitted on a CD, in a word or adobe format.

6. Please identify each piece of documentation and objective evidence with the corresponding required action numbers (i.e., old and new item numbers). Please avoid use of paper clips and post-it notes, as these may fall off and become lost.
7. Where applicable, please provide objective evidence of staff training. For example, if a labeling nonconformance was observed during the assessment, corrective actions might include:
 - a photograph as evidence that the requirement was met; and,
 - evidence that staff are aware of the laboratory's policy/procedure on labeling.
8. For revisions to the laboratory's Quality Manual, please send only a copy of the modified sections, not the complete Manual. Highlighting the changes will also facilitate the review process. If the Quality Manual revisions are extensive, an entire new Manual may be requested by CALA.
9. If you have any questions, please contact one of the following Accreditation Officers:

Margaret Smetny-Sowa	(margaret@cala.ca)
Andrew Lewis	(alewis@cala.ca)
Janet Dickson	(jdickson@cala.ca)
Phone: (613) 233-5300	Fax: (613) 233-5501