



CORRECTIVE ACTION REPORT

CAR Control No. : CAR-22-029

Date: March 3, 2022	Issued to: Department of Pure and Applied Chemistry	Issued by: QMR
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NONCONFORMANCE / PROBLEM DESCRIPTION / OPPORTUNITY FOR IMPROVEMENT

A nonconformity was raised regarding the non-submission of grades for the First Semester School Year 2021-2022 on the following subjects:

- **Chem 150 (R322, R324)**
- **ESci 115a (R028, R045, R145, R148), Chem 120 (R074, R277), Chem 132b (R170, R177, R279), CHEM 200a2 (RT10)**
- **CHEM 200a2 (RT13)**
- **Chem 110 (R151, R159), Chem 11 (R167, R168), Chem 132n (R185, R327, R337, R340), Chem 113n (R336)**
- **Chem 120.1 (R258)**
- **Chem 1n (R156, R157), Chem 2 (R207), Chem 118 (R299, R306), Chem 118.1 (R300, R307)**
- **Chem 121n (R008), Chem 120 (R017, R033, R083), Chem 127.1 (R200, R204), Chem 121n (R332)**
- **Chem 120 (R032, R043, R075, R076, R079, R087), Chem 147.1 (R202, R206), Chem 200b.3 (RT03, RT04)**
- **Chem 131 (R161, R162, R163, R165, R261)**
- **Chem 132.3 (R280)**
- **Chem 115 (R143, R147, R342), Chem 158 (R176, R238), CHEM 200a2 (RT08)**
- **CHEM209 (CG09), Chem 147 (R201, R205), Chem 149n (R240, R247) Chem 149.1 (R241, R248), Chem 172 (R294)**
- **Chem 137 (R173, R283), Chem 191 (R301, R308), Chem 132n (R329)**
- **Chem 130.1 (R124, R214), Chem 1n.2 (R125, R158), Chem 120.1 (R141, R196, R227), Chem 130.2 (R210, R212)**
- **ESci 115b (R002, R007, R014, R031, R091), Chem 120.1 (R020, R081, R134, R226), Chem 132.2 (R341)**
- **ScTS 11c (R264)**

The late submission of grades has been a recurring nonconformity during the Certification Audit (CA), 2nd Internal Quality Audit, 2nd IQA, FSA, and 3rd Internal quality Audit. One of the action plans to be implemented is the issuance of CARs to the unit/department whose faculty members fails to submit the grades after the set deadline which will be implemented effective end of First Semester 2020-2021. In adherence to ISO Clause 10.2.1a which states that "When a nonconformity occurs, including any arising from complaints the organization shall react to the nonconformity and, as applicable take action to control and correct it", and Clause 10.1, The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction. These shall include, a) improving products and services to meet requirements as well as to address future needs and expectations by; b) correcting, preventing or reducing undesired effects.