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**ELEMENT 14**  
**Non-conformance: Preventive &  
Corrective Action**

**Definitions**

File Name:	Revision	Approved by:	Rev. Date	Page 1 of 1
EMS 14 Definitions.doc	01		11/05/02	

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*Non-conformance* – a deviation from the established biosolids management program and EMS requirements that has the potential to create a non-compliance situation or significant environmental impact.

*Corrective Actions* – specific actions and steps taken to correct an organization's nonconformance(s) to environmental policies, procedures, and other requirements, and to mitigate any resultant impacts to the environment.

*Preventive Actions* – specific actions and steps taken to identify, analyze, and eliminate the root causes of noncompliance(s) and non-conformance(s) and to put in place permanent solutions that will prevent a recurrence.