

CONTINUAL IMPROVEMENT PROCEDURE (TIER 2)

Document Control
Reference: GDPR DOC 10.2
Issue No: 1.0
Issue Date: 17/05/2018
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1. Scope

This procedure aims to ensure that Cognus Limited shall continually improve the personal information security management system's (PIMS) adequacy, suitability and effectiveness.

2. Responsibilities

- 2.1 Every individual involved directly or indirectly with Cognus is responsible for initiating and complying with this procedure as and when it applies, and involves them.
- 2.2 The Head of Resources is responsible for the overall control and operation of this procedure and for progressing and co-ordinating all Non-Conformance Reports.
- 2.3 Managers are responsible for progressing Non-Conformance Reports that are capable of resolution within their area, and forwarding them and others to the Head of Resources.

3. Procedure

- 3.1 Sources of information that can drive continual improvement include
 - 3.1.1 Post-incident reports
 - 3.1.2 Exercise reports
 - 3.1.3 Audit and nonconformity reports
 - 3.1.4 Suggestions from staff, managers, and interested parties such as customers, partners, suppliers, local community, emergency services, regulators
- 3.2 Such information should be sent to the Head of Resources, either by delivering the report in question, verbally or by using a Non-Conformance Report Log ([GDPR REC 10.1.1b](#)).
- 3.3 If a corrective action (for a known problem) is required, the Head of Resources should initiate a formal Corrective Action.
- 3.4 If a new risk or potential problem is identified, the Services Director should feed it into the risk assessment process as appropriate, to trigger evaluation and possibly changing the PIMS to accommodate it.

Document Owner and Approval

The Head of Resources is the owner of this document and is responsible for ensuring that this procedure is reviewed in line with the review requirements of the GDPR.

Cognus

Restricted

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The current version of this document is available to all members of staff on the Intranet.

This document is approved by the Head of Resources on the issue date shown and is issued on a version controlled basis under his/her signature.

Signature:



Date: 17/05/2018

Change History Record

Issue	Description of Change	Approval	Date of Issue
1	Initial issue	Head of Resources	17/05/2018