

## Continuous Improvement Form

### **Introduction:**

Continuous improvement is an ongoing effort to improve the product, services, and processes. Systematic monitoring of internal systems, strategies, and practices allows the organization to identify the area of concern and rectify the issue. Any area of concern identified in the internal or external process can be reported with the form. Area of concern can be raised from any source. With the systematic analysis of the issue raised, we could take the strategies to resolve the problem and take all the measure to prevent it in the future.

**Note: Attach additional pages if required**

<b>Section A: To be completed by the person reporting an issue</b>				
<b>Area of Issue:</b>				
Source of issue:	<input type="checkbox"/> Staff	<input type="checkbox"/> Student	<input type="checkbox"/> Agent	<input type="checkbox"/> Work placement
	<input type="checkbox"/> Meeting	<input type="checkbox"/> Complaint	<input type="checkbox"/> Audit	<input type="checkbox"/> Other
			Specify: .....	
<b>Description of area of concern:</b>				
<b>Rationale for change:</b>				
<b>Suggestion to improve the area of concern:</b>				

<b>Name &amp; Position:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Section B: Immediate action taken to resolve issue</b>		
<b>Note: To be completed by area of concern department Head /Risk and Compliance Manager</b>		
<b>Name &amp; Position:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Section C: Continuous improvement actions to prevent recurrence</b>		
<b>Note: To be completed by Risk and Compliance Manager</b>		
<b>Name &amp; Position:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Section D: Outcome/Result of actions</b>		
<b>Note: To be completed by Risk and Compliance Manager</b>		
<b>Name &amp; Position:</b>	<b>Signature:</b>	<b>Date:</b>
<b>Section E: Management Review</b>		
<b>Note: Review and closing by CEO/GM</b>		
<b>Name &amp; Position:</b>	<b>Signature:</b>	<b>Date:</b>