

# BOP.ADD.020 Findings

*Regulation (EU) 2018/395*

After receipt of the notification of findings raised by the competent authority in accordance with points ARO.GEN.350, ARO.GEN.355 and ARO.GEN.360 of Annex II to Regulation (EU) No [965/2012](#), the operator shall do all of the following:

1. identify the root cause of the non-compliance;
2. define a corrective action plan;
3. demonstrate implementation of the corrective action plan to the satisfaction of the competent authority within the time period specified by that authority in accordance with point ARO.GEN.350 of Annex II to [Regulation \(EU\) No 965/2012](#).

## AMC1 BOP.ADD.020(b) Findings

*ED Decision 2018/004/R*

### CORRECTIVE ACTION PLAN

The corrective action plan defined by the operator should address the effects of non-compliance, as well as its root cause.

## GM1 BOP.ADD.020(b);(c) Findings

*ED Decision 2018/004/R*

### CORRECTIVE ACTION

'Corrective action' means the action to eliminate or mitigate the root cause(s) and prevent recurrence of an existing detected non-compliance or other undesirable condition or situation. Proper determination of the root cause(s) is crucial for defining effective corrective actions to prevent reoccurrence.

[BOP.ADD.025 Occurrence reporting](#)

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