CORRECTIVE AND PREVENTIVE ACTION

1.0 GENERAL

1.1 The Continuous Improvement procedure (QP-1400) defines the method for implementing corrective actions, preventive actions, and opportunities for improvement. Actions taken are consistent with the magnitude of the problem and the business risk associated with the given issue and are taken to eliminate the cause of nonconformities. When the action taken drives a change in procedure, the documentation change is implemented as outlined in QM Section 5.

2.0 CORRECTIVE ACTION

2.1 Continuous Improvements (CI) are addressed with a four step process, including identification of the problem, root cause analysis, determination and implementation of the required action, and verification that the action taken effectively resolved the associated issue to prevent nonconformity recurrence. This process, and the retention of the associated quality records, is defined in QP-1400.

2.2 The Continuous Improvement process addresses the formal handling of legitimate, serious or repetitive customer complaints.

2.2.1 Customer complaints and issues, which cause doubt on the validity of test results and calibrations, are handled with a formal corrective action (F-1400). Employees are trained to treat legitimate customer complaints as opportunities for improvement.

3.0 PREVENTIVE ACTION

3.1 Preventive Actions may be initiated as the result of analysis of performance measurements, summary data from corrective actions, employee feedback or any other input that may point to a problem or opportunity for improvement.

3.2 Preventive Actions are handled, procedurally, the same as any other CI. Preventive Actions address potential problems, while Corrective Actions address known problems.

3.3 Relevant information on Preventive Actions and other types of CIs are a key topic for Management Reviews (See QP-0110).