14.0 CORRECTIVE AND PREVENTIVE ACTION

14.1 Corrective Action

Purpose: to ensure that the root cause of non-conforming products or processes, either discovered in-house or from customer complaints, is investigated, and that procedures are developed to prevent recurrence.

Procedure:

1. Identify responsible party. All discrepancies regarding part quality are the responsibility of the QA department. Responsibility for contract review and other sales activity may be assigned to the involved department.

2. Investigate the root cause of the non-conforming product or process and the corrective action needed to correct the problem and prevent recurrence. This is to be documented on the Corrective/Preventive Action Report , as described in section 13.3.

3. Implement and record changes in procedure as a result of corrective action. Document changes in the Policy/Procedures Manual, Work Instructions, or other appropriate element of the quality system.

Follow up review to ensure effectiveness of corrective action.

14.2 Preventive Action

Purpose: To eliminate the causes of potential non-conformities before they occur.

Procedure:

1. Determine potential non-conformities and their causes. Determination will be based on findings of self audits, management reviews, customer feedback, existing non-conformities of a similar nature, and periodic review of vital processes/procedures.
2. Evaluate the need for action to prevent occurrence of non-conformities.
3. Determine and implement action to be taken.
4. Record results on the Corrective/Preventive Action Report.
5. Follow up to ensure effectiveness of preventive action taken.