

Alloy Toll Management Sdn Bhd	Doc. No. : PM 03
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1.0 PURPOSE

To provide a documented procedure for the analysis and rectification of concerns that arises as a result of operating the Quality System.

2.0 SCOPE

This procedure is to be applied whenever there is a need to initiate a corrective or preventive action.

3.0 PROCEDURE

3.1 A corrective or preventive action is taken in the following cases:

- When defective / non-conforming products and services are received from external providers.
- When circumstances are identified where a preventive initiative can be introduced to eliminate the cause of actual or potential non-conformances.
- Unsatisfactory assessment results from any Internal Quality Audit. (IQA)
- Concerns are raised during a Management Review Meeting.
- Customers lodge a formal complaint relating to services supplied. (Customer Complaints)
- Any ALLOY TOLL MANAGEMENT SDN BHD staff member detects a quality concern (e.g. quality, safety issues or general service) which they consider warrants investigation and resolution. (Staff Quality Concern)

3.2 In any of the above cases, a concern is initiated and documented through letters, memos, faxes or other means including the manual Corrective Action Request (CAR) Form. All concerns raised shall be addressed to the respective staff concerned to address the concern and a copy is extended to the Top Management. In the case of concerns directly affecting the Quality Management System and findings of Internal Quality Audit / Management Review, the CAR Form is filled by the designated staff concerned to begin the corrective action process.

3.3 Concerns may be raised to react to specific issues detected while operating the system as defined in the scope above.

3.4 **Corrective Action** : All concerns requiring Corrective Action shall be monitored by Top Management. The respective staff concerned and the Top Management shall review the concern and determine the corrective Action to be taken.

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- 3.5 In the case of concerns pertaining to Customer Complaints, the Top Management shall review the Customer Complaints and decide on the course of action.
- 3.6 The Top Management shall assign the staff to take the corrective action, and to verify that the Corrective Action has been effectively implemented.
- 3.7 Preventive Action : ALLOY TOLL MANAGEMENT SDN. BHD. will use the following to detect, analyse and eliminate potential causes of non-conformities:
- i. Management Review
 - ii. Audit Reports
 - iii. Customer/Client Feedback
 - iv. Staff Suggestions
- 3.8 All Preventive Initiatives are addressed to the Top Management. It is the Top Management responsibilities to monitor the preventive actions initiated and ensure the solutions implemented are effective.
- 3.9 The Top Management is responsible as part of the management review process to collect and submit relevant information to the review meetings.

4.0 APPLICABLE CLAUSES

- 10.2.1 Corrective action.
- 10.2.2 Preventive action.

5.0 QUALITY RECORDS

No.	Title of Records	Person In Charge (PIC)	Retention Period (Year)
1	Corrective Action Request Form (CAR)	DCO	3

