

*PROCESS*

CORRECTION

|  |  |
| --- | --- |
| **Code** | **04e-QT/CL/HDCV/FSOFT** |
| **Version** | **2/3** |
| **Effective date** | **30/11/2010** |

**Table of content**

[**1** **INtroduction**](#h.fd5efb8734ec)

[1.1 Purpose](#h.78cc24101319)

[1.2 Application Scope](#h.65bdb01098f3)

[1.3 Definitions](#h.28e699f7ea14)

[1.4 Related Documents](#h.8b5c75c06366)

[1.5 Related tools](#h.b9661f1513a9)

[**2** **PROCESS**](#h.d8dc12bff853)

[2.1 Work flow](#h.61f251c85ad2)

[2.2 Process Description](#h.2239e89d77d3)

[2.3 Roles and Responsibility](#h.ea13d59bcf62)

[2.4 Work Product](#h.796f45b4fc1f)

[2.5 Metrics](#h.07187b9e29f5)

[2.6 Record](#h.05de466eb59a)

# INtroduction

## Purpose

The purpose of this process is to identify and analyze causes of problems and to take specific action to remove the causes and prevent the occurrence of problems in the future.

## Application Scope

This Process is applied in FPT Software.

## Definitions

|  |  |
| --- | --- |
| **Abbreviations** | **Description** |
| Problem | Actual non-conformities (NC), potential non-conformities (OB), customer complains (CC), information security incidents, defects, issues… resulted from Quality control , Internal audit, Management review, Test, Project management, Security Incident management. |
| Problem level | Project, Group, Branch/Company level |
| Customer Complaint | An expression of dissatisfaction with a product or service, either orally or in writing, from an internal or external customer. A customer may have a genuine cause for complaint, although some complaints may be made as a result of a misunderstanding or an unreasonable expectation of a product or service. |
| NC | Non-fulfilment or deviation of the company’s process requirement and article which can impact on the effectiveness of quality management system or the quality of products or customer satisfaction |
| OB | Inadequate evidence to make a conclusion about “Non-fulfilment of the company’s process requirement and article” but a potential non-conformity or an opportunity for improvement |
| Issue | Perceived gap between the existing state and desired state, or a deviation from a norm, standard, status quota. |
| Defect | Non-fulfilment of a product requirement related to an intended or specified use |
| CAR | Causal analysis and resolution |
| Corrective action | Action to eliminate the cause of a detected problem or other undesirable situation |
| Preventive action | Action to eliminate the cause of a potential problem or other undesirable potential situation |
| C&P action | Corrective and Preventive action |

## Related Documents

|  |  |  |
| --- | --- | --- |
| **No** | **Code** | **Name of documents** |
|  | 05e-QT/CL/HDCV/FSOFT | Process\_Management Review |
|  | 03e-QT/CL/HDCV/FSOFT | Process\_Internal Audit |
|  | 09e-QT/PM/HDCV/FPT | Process\_Project Management |
|  | 11e-HD/CL/HDCV/FSOFT | Guideline\_Quality Assurance |
|  | 02e-QT/CL/HDCV/FSOFT | Process\_QA Control |
|  | 05e-QT/PM/HDCV/FSOFT | Process\_Test |
|  | 07e-HD/TT/HDCV/FSOFT | Guideline\_Information Security Incident Management |
|  | 07e-HD/CL/HDCV/FSOFT | Guideline\_Assessment & Analysis Tools |

## Related tools

There are 2 tools to manage problems:

PMS

* + To log and manage issues detected by QA via QA control activities
  + To log and manage NCs, OBs detected in Internal audit, External Audit activities
  + To log and manage customer complaints received via email, CSS or through meetings
  + To log and manage information security incidents

DMS:

* + To log defects of products detected by product review, final inspection, etc

Beside the two tools, issues of each project are managed in FI or by excel file.

# PROCESS

## Work flow

## Process Description

See details in Workflow (section 2.1)

## Roles and Responsibility

**Coordinator**: Normally, Coordinator is QA. Corresponding Quality Officer at Project/ Group/ Branch/ Company level.

**Owner**: Head of the function of which the NC/OB/Issue/Incident/Customer complaint raised to will be “Owner” for his/her function. For inter-function processes, Director or his authorized is Owner..

**Approver**:

* At Project level: Senior Manager of the project or SC/Branch QA Manager
* At Group level: SC Operation Manager or SC/Branch QA Manager
* At SC/Branch level: SC Operation Manager/ FSOFT QA Manager
* At Company level: Member from Board of Directors or FSOFT QA Manager

**Reviewer**:

1. Corresponding QA:

* At Project level: Project QA, QA Leader
* At Group level: QA Leader
* At SC/Branch level: SC/Branch QA Manager
* At Company level: SC/Branch QA Manager

1. Key stakeholder (s) who directly affected by C&P actions, including those responsible for implementation C&P actions.
2. Other person(s) who have relevant experience/expertise

**Assignee**: Person assigned by corresponding manager to organize and implement Corrective action/Preventive action.

## Work Product

* Problem Database
* Periodical or extra-ordinary report on Problem

## Metrics

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Metric Name** | **Purpose** | **Unit** | **Formula** |
|  | Problem Rate | To measure average problem rate of every unit in different level. Based on that, we could identify which area should be paid attention of management. | % | Average No. of problem detected in selected period per unit |
|  | Ratio of Problem closed on time | To measure problem solving capability | % | No. problems closed on-time/Total No. of problems to be closed in selected period  Where:  Closed on-time means actual closed date is <= targeted closed date |

## Record

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No** | **Name of Records** | **Storage Modality** | **Duration**  **(year(s))** | **Important Level** | **Location** |
|  | Problem database (NC/ OB/ CC/ Issues /Incident/defects…) | Soft | 3 years | Medium | QA Directories, PMS tool, DMS tool |
|  | Periodical or extra-ordinary report on Problem | Soft | 3 years | Medium | QA Directories |

|  |  |  |
| --- | --- | --- |
| **Approver** | **Reviewer** | **Creator** |
|  |  |  |
| **Bui Thi Hong Lien** | **Nguyen Thi Thu Ha** | **Trinh Thi Hien** |