**Procedure: Corrective & Preventive Action**

1. **SUMMARY**
   1. In an effort to ensure continual improvement, (Company) engages in corrective and preventive action to discover, investigate, and correct nonconformance’s related to (Company) products, its processes, and the company’s quality system.
   2. This process is managed by the full time Continuous Improvement position where the main records maintained are on the Form, “CAR Log”.
   3. For issues which are found to be the fault of suppliers, the Supplier Corrective Action Request (SCAR) system is used; this is defined in the procedure ***Purchasing.***
2. **REVISION AND APPROVAL**

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| **Rev.** | **Date** | **Nature of Changes** | **Approved By** |
| 0 | 6/23/2017 | Original issue. | Katya Weaklim |
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1. **PROCEDURE**
   1. The Corrective & Preventative Action system shall be used to address all of the following:

* Customer complaints
* Employee reports of problems with equipment, procedures, processes, buildings, infrastructure
* Employee suggestions for improvement
* Resolving trends associated with product nonconformities
* Process nonconformities
* Audit findings (internal or external)
* Management review action items
* Any other reported problem or suggestion, no matter the source
  1. All employees are empowered to submit a corrective or preventive action request when they discover an existing or potential nonconformity against ISO 9001 requirements, company procedures, customer requirements, or statutory/regulatory requirements. This request needs to be rendered to the CI position.
  2. In addition, customer complaints, returns, and/or reports of nonconformance’s shall be handled through corrective action procedures.
  3. The CI position is responsible for using all key data inputs to identify, quantify, and track nonconformance’s. These inputs can include customer submitted RCA’s, process visual controls (like DMB boards), reporting KMI’s, audits, observation, etc.
  4. The CI position is responsible for using data from 3.4 to determine CI activities needed and ensure appropriate action is taken through resolution, including follow-up and validation.
     1. The ***CAR Log*** is the primary and central location for all items identified and incorporated into our CI process.
     2. All related documentation supporting the data in the CAR LOG is reference only and not part of the formal QMS program.