PT. WARLBOR INTERNATIONAL INDONESIA

Correction and Corrective Action Control Procedures

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List of Document Modifications				
Date of modification	Modified content	Original version	Modified version	Modifier
20/05/2022	Initial Release Document	Version A time 0	Version A time 0	Xiao Jianbin
10/03/2023	Revised Chinese into 3 languages English, Chinese and Indonesian	Version A time 0	Version A time 1	MaWeiLei
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08/04/2024	To change Quality Control to Quality.	Version A time 2	Version A time 3	Elian

1 Purpose

Eliminate the actual or potential causes of nonconformities, effectively handle customer complaints, complaints and causes of nonconformities in the production process, products and quality management system operation, and achieve continuous improvement.

2 Scope of application

This procedure is applicable to the correction and corrective measures of existing/potential nonconformities related to products, processes and quality systems of the company.

3 Responsibilities

3.1 The person in charge of Quality department is responsible for coordinating and supervising the corrective/corrective measures.

3.2 The Quality Department is the centralized management department and organizes the verification of corrective/corrective actions.

3.3 The responsible department analyzes the causes of actual or potential nonconformities and formulates and implements corrective/corrective actions.

3.4 Cooperation of relevant departments.

3.5 The Quality Department is responsible for the preparation and repair of this procedure document.

4 Definitions (None)

5 Contents

5.1 Sources of information on corrections and corrective actions

5.1.1 Unqualified raw materials, auxiliary materials, semi-finished products, work-in-process products and finished products;

5.1.2 Abnormal quality in the manufacturing process (including human, material, equipment, process, system and other reasons);

5.1.3 Customer comments, complaints, complaints or returns;

5.1.4 Results of internal quality audit and management review;

5.1.5 Customer satisfaction measurement results;

5.1.6 Record of training and evaluation results;

5.1.7 Results of data analysis;

5.1.8 Achievement of quality objectives.

5.2 Implementation of corrective action

5.2.1 The identification department transmits the information to the Quality department, which issues a "Correction and Corrective action activity table".

5.2.1.1 If the cause or responsibility is clear, Quality Department will submit the "Correction and Corrective Action Activity Sheet" to the responsible department.

5.2.1.2 If the reasons or responsibilities are unclear and complicated, the Quality Department shall organize relevant departments to hold an analysis meeting to analyze and find out the causes of nonconformities and establish the responsible department. If the cause of the abnormality is significant, it shall be submitted to the General Manager and a special research group shall be established in due time to discuss the countermeasures. After the responsible department is determined by the resolution of the meeting, the Quality Department will submit the "Correction and Corrective Action Activity Table" to the responsible department.

5.2.1.3 Customer comments, complaints, complaints or returns shall be carried out in accordance with the process control procedures related to customers.

5.2.2 The responsible department is responsible for analyzing the causes and proposing corrective measures. If the causes are not clear and specific, the Quality Department has the right to ask the responsible department to re-analyze and organize relevant personnel to review when necessary.

5.2.3 The responsible department shall follow the established solution and complete it within a limited time.

5.3 Follow-up and Verification of Corrective Action

5.3.1 The Quality department or relevant units shall follow up the corrective actions taken, evaluate their effectiveness and verify them.

5.3.2 The verification includes:

5.3.2.1 Whether the nonconformities are completely eliminated or reduced to the minimum allowable level;

5.3.2.2 Whether it can effectively prevent the recurrence of nonconformities.

5.3.3 If the effect of corrective measures is not obvious or ineffective, the responsible department shall further investigate and analyze the causes of the problems and re-formulate corrective measures.

5.3.4 The case shall be deemed closed if it is verified to have achieved the desired results, and shall be recorded by the Quality Department and submitted to the management review if necessary to ensure the continuous improvement of the quality management system.

5.4 Implementation and follow-up of corrective action

5.4.1 According to the information sources in 5.1, the Quality department is responsible for organizing relevant departments to analyze the potential factors that may cause adverse effects on product quality, customer satisfaction and company reputation, and relevant responsible departments shall formulate corresponding corrective measures and implement them.

5.4.2 Each department of the Company conducts a comprehensive analysis of the operation at least once a year, predicts the potential problems and causes, the Quality Department is responsible for tracking the implementation of corrective measures and reporting to the General Manager.

5.4.3 New products, new processes, new materials and new equipment shall be strictly reviewed and summarized according to the Design and Development Control Procedure. When adopted, all relevant personnel and personnel change posts or recruit new employees should be trained in time and keep training records to ensure the normal operation of product quality and quality management system and avoid unqualified products.

5.4.4 The Quality Department shall evaluate the effectiveness of the corrective action and fill it in the "Correction and Corrective Action Activity Form".

6 Related documents

6.1 WII/QP-08 (Customer-Related Process Control Procedures)

6.2 WII/QP-09 (Design and Development Control Procedures)

6.3 WII/QP-17 (Nonconforming Product Control Procedures)

6.4 WII/QP-18 (Customer Satisfaction Evaluation Control Procedures)

6.5 WII/QP-19 (Internal Audit Control Procedures)

6.6 WII/QP-20（Management Review Control Procedures)

7 Related records

7.1 WII/QR01-16 (Correction and Corrective Action Activity Sheet）

7.2 WII/QR07-10 (Customer Complaint Handling Sheet)