|  |  |  |  |
| --- | --- | --- | --- |
| **Document Number** | **QRP7** | | |
| **Document Title** | Improvement Request Mechanism | | |
| **Department Ownership** | Quality & Risk Department | | |
| **Document Type** | Procedure | | |
| **Department Owner** | Derrick Chan | | |
| **Document Author** | Derrick Chan | | |
| **Last Edited By** | Renae Davies | **Lasted Edited On** | 21/04/2015 |

# Purpose

The purpose of this procedure is to address any issues or non-conformance arising in the Quality Management System relating to the work procedures, user manuals, reference tools, learning guides and any other non-Quality and Risk related issues.

# Scope

This procedure outlines how to raise a IR (Improvement Request) within the Quality Management System. This procedure is devised so that any non-conformance or issues raised regarding the Quality Management System via a Improvement Request (IR) can be identified, corrected and solved by the Quality and Risk team and the internal audit team.

# Reference Documents

Quality Auditing Process QRP3

# Definitions

IR – Improvement Request

QMS – Quality Management System

QA – Quality Assurance

IT – Information Technology

HR – Human Resources

# Flowcharts (Other Images)

# Procedure

1. **When to raise a IR**

Where there is objective evidence of an issue that relates to process improvements or non-conformities against a work procedure or user manual then a Improvement request (IR) form shall be completed.

This form can also be used to identify any non-Quality and Risk issues or non-conformities within the business including safety, IT or HR issues.

The IR form can be used to raise various operational areas within Redimed to action record and action discrepancies in day to day activities. E.g. customer feedback, equipment maintenance register.

Redimed staff and internal auditors where applicable shall:-

* Review & determine any causes for non-conformance
* Record any non-conformance on a IR and state planned completion date
* Evaluate the need for action to prevent non-conformities from reoccurrence

1. **Accessing a IR form**

A IR form can be accessed through the Quality and Risk Internal Auditing Process, Quality Management System, or the staff information board folder in the I Drive under the sub folder WHS.

1. **How to complete a IR form**

A IR shall be issued to identify corrective and preventive actions and shall be completed in the following manner:

**Section 1:-** “What is the issue and what effect do you believe it has?” to be completed by Redimed staff raising a IR or an internal auditor conducting an audit if required

**Section 2:-** “If the IR was raised because of non-conformance then relevant staff or auditee shall fill in the IR including a planned completion date

1. **Monitor progress of IR’s**

The Quality and Risk team will review, monitor and follow-up at their monthly team meetings to keep track of all IR’s raised.

# Appendices

Quality & Risk Improvement Request IR QR5 Template

Quality & Risk IR Status Log QR6 Template