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| **Revision** | **Date** | **Description** |
| 00 | 9/9/2011 | First Issue |
| 01 | 11/20/2011 | Change in MR-FR-09 and add new bullet in procedure |
| 02 | 01/31/2015 | 4- Responsibilities: this section is updated per Uni-Point CPA  6- Procedure: This section has been updated per Uni-Point CPA  Monitoring: Monitoring per Turtle diagram |
| 03 | 11/21/2017 | Recording CAs on MIE has been added to the procedure |
| 04 | 04/04/2018 | Removing UNIPOINT and adding CPAR to the process |
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1. **Goal**

The purpose of this document is to provide a step-by step procedure to define a corrective action and lead and control the effectiveness of a corrective action. Corrective actions include all actions need to be taken to prevent recurrence of the situation which caused an identified issue.

1. **Scope**

This procedure applies to all corrective actions implemented as results of product nonconformance or system noncompliance. This includes customer complaints, programming, manufacturing, hardware, software and any type of issues which affect Etezazi Industries’ QMS.

1. **Definitions and references**

* ISO 9001:2015 and AS9100- Rev D
* Etezazi Quality Manual (QM-PL-00)

1. **Responsibilities**
   1. Initiation of a CAR may be proposed by anyone in the organization.
   2. The request of a corrective action in each department should be approved by Dept. supervisor. this approval is performed by email.
   3. President, QA manager or MR is QMS assigned the Investigation task to the correct person.
   4. The Investigator assigns action items to the correct employee(s).
   5. Whoever owns a task fills out the implementation tab
   6. Whoever originates a CPA is responsible to verify and review a complete CPA and close it out.
   7. MR will follow up each request to make sure that the corrective action has been implemented.
2. **Inputs**
   1. Internal audits
   2. Third party audits (surveillance or recertify audit)
   3. Customer audits.
   4. Customer complaints.
   5. Internal or external Inspections.
   6. Nonconforming product reports.
   7. Statistical reports.
   8. Employees’ suggestions and critiques.
3. **Process description**

Proposals to initiate a request are made verbally or in writing to a manager or supervisor. The proposals must include a description of the unsatisfactory condition to be corrected or prevented.

A CAR is recorded and tracked in MIE Trak as a Corrective Preventive Action Request (CPAR). Each time a request is initiated, the CPAR will be filled out with all required information. The CPA Record is maintained by the MR in QMS or someone designated by the MR in QMS. The corresponding departments will have access to the filled out and approved CPAs.

* 1. The CPA form must show the following:
* The problem/nonconformance (completed by the person initiating the CAR)
* The cause(s) of the problem (completed by the person receiving the CAR)
* The solution to the problem that prevents recurrence (Whoever the CAR is assigned to)
* Evidence of effectively implemented corrective actions (Whoever the CAR is assigned to)
  1. The procedure for issuing a CPA is as follows:
* The person initiating the Corrective Action Request must complete the top part of the form through the description of the problem/nonconformance.
* It is determined if there is an immediate correction to be made and assigns.
* The form is then given to the person who has control of the subject area.
* This person completes the cause(s) section as well as the corrective action section, assigning responsibilities.
* Once all actions are completed, the person who initiated the form is contacted to verify completion of the action.
* A date for verification of effectiveness of the action is agreed to.
* The Corrective Action Request is closed out when the action is either deemed effective or there is mutual agreement that effective action cannot be made.
* The Corrective Action Request, whether completed to effectiveness or not, is filed by the Management Representative.

If a supplier is responsible for the root cause of corrective action, the requirement for corrective action flows down to that supplier. This can be done by:

* Telephone to the supplier by the Quality Lead and sending CPAR printed form to be filled out. All corrective action stated by the supplier will be recorded on the Etezazi Industries CAR with the name of the person who provided the information and the date.
* Email to the supplier asking for corrective action supplied in a return email, or
* An Etezazi Industries CAR is issued to the supplier.
  1. Each CAR will state a suggested due date for corrective action (internally and supplier). This is negotiable if adequate justification can be provided.
  2. If corrective action is not achieved in a timely manner as listed on the CAR or the action is not effective:
* The person or supplier responsible for corrective action will be contacted.
* If more time is needed, a new due date is agreed upon.
* If ineffective, new corrective action will be required.
* If an Etezazi Industries employee does not complete the action, they are subject to disciplinary action and someone else may be asked to complete corrective action.
* If the CAR is to a supplier, they are warned by verbally and by email. They can be removed from their approved status. If they are required by a customer, the customer may be contacted to assist in bringing about action as required.
* All departments should use MIE to make sure that all CARs are being tracked.
  1. Additional nonconforming products and processes based on the causes of the nonconformities should be recognized and further actions should be taken if required
  2. If nonconformity occurs due to human error, then the factors that may affect the human performance would be investigated and corrective actions will be proposed.

1. **Out puts**
   1. Continuous improvement. Eliminate recurrence problems/issues
   2. Defined required corrective action.
2. **Resources**
   1. Trained employees
   2. Budget
   3. Required time
   4. Required equipment and facilities
3. **Monitoring and measurement**

The effectiveness of this procedure will be considered in management review meetings.

1. **Records**

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| --- | --- | --- | --- | --- | --- | --- |
| Order | Record Description | Record Code | Retention location | Retention period | Record Type | Disposition |
| 1 | **MIE CPAR** |  | **MIE Trak** | **N/A** | **computer file** | **N/A** |