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Corrective Action

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Summary

In an effort to ensure continual improvement, Grant Walker Engineering engages in corrective and preventive action to discover, investigate, and correct non-conformances related to products, its processes, and the company's quality system.

For issues which are found to be the fault of suppliers, the Supplier Non Conformance system is used; this is defined in the procedure QAP009 [Goods Inwards].

PROCEDURE

This improvement procedure shall be used to address the following issues:

- Customer complaints
- Employee reports of problems with equipment, procedures, processes, buildings and 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.

- In addition, customer complaints, returns, and/or reports of non-conformances shall be handled through corrective action procedures.
- In addition, employees may submit suggestions for improvement to the company through the Improvement system.

2. Individual product issues (scrap parts, nonconforming parts, etc.) should be first written up per the procedure QAP014 [Non-conformance].
3. This system provides for the reporting and resolution of both corrective action requests (existing problems) and preventive action requests (potential problems.)
4. Root cause analysis is mandatory for corrective or preventive actions; it is not required for opportunities for improvement or suggestions since these may not be attached to any known problem; in such cases root cause analysis is optional.
5. The persons investigating non-conformance will then develop an action plan to address the root cause and eliminate it. By eliminating the root cause, the problem should never occur or recur.
6. For some preventive and corrective action issues, management may elect to perform a risk assessment as part of the action plan determination.

7. The company will then implement the plan, updating the text of the Action request as the plan progresses. During this time the plan may change, or expand, etc., so the text must be updated to reflect the actions assigned and taken.
8. The Company will perform independent verification of the actions taken to ensure the actions are effective in resolving the root cause(s). This verification should examine evidence and take into consideration the following:
    - Has the action plan removed the root cause(s)?
    - Does the action appear to eliminate the original issue reported?
    - Were any related documents updated, as needed?
    - Was training conducted, if required?
    - Does the action require an update to the internal audit schedule?
    - Were all interested parties properly notified of the actions taken?
9. If the Management determines the issue is not properly addressed, the action request may be re-assigned for further activity.