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Date: 11/3/2008	Released: 11/3/2008 Revision: B
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Preventive Action

Purpose

This procedure defines the practices utilized in an attempt to eliminate the causes of potential nonconformities before problems occur.

Scope

This applies to potential problems or possible undesirable situations identified that could occur within our organization. Preventive action is commensurate with the anticipated impact of the potential problem (8.5.3[2]).

Definitions

Documentation – Paper or electronic media defining the process to be followed (e.g. quality manual, operator instructions, graphics, or pictures).

Responsibilities

QUAL MGR Quality Manager

DEPT MGR All Department Managers

MGMT REP Management Representative

Procedures

QUAL MGR Identify/Maintain Preventive Action Measures

- Identifies and maintains critical indicators to successful performance such as system/process data, SPC information, and customer requirements.

QUAL MGR Convene Continual Improvement Team

Identifies opportunities for improvement based on information gained from performance measures (8.5.3[3]a[1]). Documents opportunity for improvement and forwards to appropriate personnel.

DEPT MGR Review Opportunity for Improvement (OFI)

- Evaluates suggestions for potential benefits (8.5.3[3]b[1]).
- Coordinates multi-disciplinary Problem Solving Process team members. Initiates root cause analysis and coordinates communication of recommended actions to prevent their occurrence (8.5.3[1]).

QUAL MGR Obtains Approval

- Communicates opportunities for improvement to management for review and approval. If required, contacts customer for review and approval.

MGMT REP Verify Preventive Action Requests

- Documents PARs completion, including verification results of effectiveness and system-level preventive action.

MGMT REP Preventive Action Activity Review

- Periodic reviews are conducted to ensure actions taken to prevent the occurrence of potential problems are effective (8.5.3[3]e[1]). These reviews include a comparison of recorded performance data from pre- and post-action activity.

MGMT REP Summary of Preventive Actions

- Compiles a summary of Preventive Action/Continual Improvement activities and the current status of projects for inclusion into our management review process (5.6.2[1]d[1], 5.6.2[1]g[1]).

Policy References

Improvement 8.5

Revision Notes

- Changed revision tracking to single alpha. Was A.0, is B.