10. Improvement

Corrective Action

All staff are responsible for raising Corrective Action requests.

Final responsibility for this procedure lies with the Quality Facilitator who ensures that appropriate actions are implemented to address non-conformacies found in the system and that such corrective actions are effective

Corrective Action requests are initiated by the Quality Facilitator or a delegated member of staff on the identification of a problem be it:

- a non-conformance
- customer complaint
- internal or external audit observations
- or other means of identifying problems or weaknesses in the Quality System

The Quality Facilitator discusses the Corrective Action Request with the appropriate Management individual to determine the Corrective Action to be taken, with completion date.

On completion of the Corrective Action, the Quality Facilitator will verify and endorse that the necessary action has been successfully taken, and completes the Corrective Action Request Form.

The Quality Facilitator constantly reviews and monitors the Corrective Action Request Forms to ensure the cases are no repetitive.

Corrective Actions, Customer Complaints, results of internal and external audits and relevant appropriate Quality System issues are discussed at Management Review Meetings or sooner, if necessary.

All Corrective Action Requests are recorded on the system and are allocated a unique number which corresponds to the Job Card number and Order number and details of any rectification or Re-Work are recorded on the documentation within the Job Bag. Any Corrective Actions raised through the QMS are recorded in the Non-Conformance Tracker

Preventive Action

All staff are responsible for raising Preventive Actions Requests

Final responsibility for this procedure lies with the Quality Facilitator who ensures that the appropriate actions are implemented to prevent any potential non-conformances found in the system, and that such Preventive Actions are effective.

Preventive Action Requests are initiated by the Quality Facilitator or a delegated member of staff.

The Quality Facilitator discusses the Preventive Action Request with the appropriate Management individual to determine the appropriate Preventive Action to be taken.

On completion of the Preventive Action, the Quality Facilitator will verify and endorse that the necessary action taken has been successful, and completes the register.

Preventive Actions are taken by monitoring results of Internal and External Audits, customer feedback and issues discussed at Management Review Meetings.

Preventive Actions may take the form of goals and objectives set by the Company for future reference.

Spec Requirements

10.1 General

The organization shall determine and select opportunities for improvement and implement any necessary actions to meet customer requirements and enhance customer satisfaction.

These shall include:

a) improving products and services to meet requirements as well as to address future needs and expectations;
b) correcting, preventing or reducing undesired effects;
c) improving the performance and effectiveness of the quality management system.

NOTE Examples of improvement can include correction, corrective action, continual improvement, breakthrough change, innovation and re-organization.

10.2 Nonconformity and corrective action

10.2.1 When a nonconformity occurs, including any arising from complaints, the organization shall:

- a) react to the nonconformity and, as applicable:
  - 1) take action to control and correct it;
  - 2) deal with the consequences;

- b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:
  - 1) reviewing and analysing the nonconformity;
  - 2) determining the causes of the nonconformity;
  - 3) determining if similar nonconformities exist, or could potentially occur;
- c) implement any action needed;
- d) review the effectiveness of any corrective action taken;
- e) update risks and opportunities determined during planning, if necessary;
- f) make changes to the quality management system, if necessary.

Corrective actions shall be appropriate to the effects of the nonconformities encountered.

10.2.2 The organization shall retain documented information as evidence of:

- a) the nature of the nonconformities and any subsequent actions taken;
- b) the results of any corrective action.

10.3 Continual improvement

The organization shall continually improve the suitability, adequacy and effectiveness of the quality management system

The organization shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement.

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