



Corrective and Preventive Action			
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I PURPOSE

This procedure applies to preventing and correcting nonconformities related to materials, components, subassemblies, finished products, production processes, and the quality system.

This procedure directly concerns Quality Assurance and affects all other departments and functions in the company.

II CORRECTIVE AND PREVENTIVE ACTIONS

There are four types of corrective and preventive actions:

- Corrective Action
- Preventive Action
- Supplier Corrective Action
- Audit Non-Conformance Action

A Kooltronic network computer program for Corrective, Preventive, Supplier and Audit Nonconformance Actions shall be utilized. They are referred to by the following acronyms:

- CAR (Corrective Action Request)
- PAR (Preventive Action Request)
- SCAR (Supplier Corrective Action Request)
- ANCAR (Audit Nonconformance Action Request)

Details for use of the computer program are found in Procedure PR 85-02-02, Corrective, Preventive, Supplier Action Request Procedure.

- A CAR is generated when there is a repeated nonconformance issue
- A PAR is generated to stop a potential problem from occurring
- A SCAR is generated when there is a nonconformance with a vendor
- ANCAR is generated when there is a nonconformance discovered during an audit (either internal or performed by outside auditor) of a process or department



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III RESPONSIBILITIES

Quality Assurance is responsible for collecting, compiling and reviewing the pertinent information. At a minimum, Quality Assurance reviews:

- Reject and scrap rates
- Product nonconformity reports
- Service records and reports
- Production equipment maintenance records
- Customer feedback and complaints
- Quality system audit records

IV ASSOCIATED DOCUMENTS

- Form K925: Corrective Action Request
- Operational Procedure QOP-83-01: Control of Nonconforming Product
- Operational Procedure QOP-72-03: Customer Feedback and Complaints
- Operational Procedure QOP-85-01: Continual Improvement
- Operational Procedure QOP-85-03: Root Cause Analysis
- Procedure PR 85-02-02 – Corrective, Preventive, Supplier Action Request