

Joseph Co.

System of Corrective and Prevent Action

Document #:  
JSC-PR-004-00

Issue Date:  
01-01-2014

Issue #:  
01

Rev. Date:  
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Rev. #:  
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Signature: \_\_\_\_\_

**DOCUMENT CHANGE RECORD**

Revision No#	Date of Issue	Initiated By	Page No.	Section	Description of Changes	Done By

Joseph Co.

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JSC-PR-004-00

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Distribution List:

- a) Managing Director
- b) Quality Manager

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### 1. PURPOSE:

- a) To provide a system for continual improvement in the QMS by implementing corrective and preventive actions.
- b) To maintain proper recordings of corrective and preventive actions taken and results achieved.
- c) To improve the effectiveness and efficiency of the processes of the organization, rather than wait for a problem, to reveal opportunities for improvement.
- d) To analyze and resolve quality problems.
- e) To create a permanent solution that recurrences of non-conformities or occurrence of potential non-conformities.

### 2. SCOPE:

This procedure is applicable to all functions in the company.

### 3. RESPONSIBILITIES:

- a) All company personnel are encouraged to identify areas for improvement in the Management System and bring them into the notice of their Departmental Heads.
- b) The Management Representative and Departmental Head can initiate the corrective and preventive action by filling in the Corrective / Preventive Action Request (CPAR) describing the unsatisfactory condition or the improvement suggestion.
- c) Management Representative is responsible for maintaining the Corrective Preventive Action Log.
- d) The concerned Departmental Head is responsible for implementing the corrective and preventive action related to his department within the specified timeframe.
- e) Management Representative is responsible for the follow up of corrective and preventive action.

### 4. PROCEDURE:

#### 4.1 Initiating Corrective Actions:

Corrective actions are taken to eliminate the causes of non-conformities to prevent their recurrence. Corrective actions may be initiated in the following cases:

- a) Identification of major service non-conformity or recurrent problems.

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- b) Any non-compliance identified during an internal or external audit.
- c) Customer feedback including customer complaints.
- d) Non-conforming deliveries from suppliers.

### **4.2 Requesting and processing CPA Form:**

Any person in the company can initiate the request for corrective actions by reporting it to his Departmental Head. The concerned Departmental Head fills the "CPA Request Form" (JSC-FM-004-01-R/00). The request contains a description of the unsatisfactory condition that needs to be corrected and are addressed to the Manager who is responsible for the area where condition occurred. Following are the conditions over which corrective action request may be initiated:

- a) Repeated / critical non-conformities of the product.
- b) Repeated / critical non-conformities of process or work operation.
- c) Non-conformity observed during audits.
- d) Customer complaints.

The CPA Request Form is sent to Management Representative, who reviews the corrective action with concerned Departmental Head. After approval from an authorized person, the responsible person and target date for suggesting the corrective actions are assigned. Management Representative enters the corrective action into "CPA Log", (JSC-FM-004-02-R/00).

The responsible person investigates the causes of that problem, due to which CPA Request Form is initiated, that initiated the request. The investigation process includes:

- a) Interviewing the concerned persons and gathering their views about the possible causes of non-conformities.
- b) Observing and examining the concerned processes and related records.
- c) Examining the supplier and his supplies, where required.
- d) If appropriate, make use of statistical techniques (cause and effect diagram) to determine root causes.

He then proposes a corrective action to be taken and indicates the date by which the corrective action will be fully implemented. By incorporating the corrective action & date in the CPA Request Form, It is returned to the Management Representative for his follow-up.

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**4.3 Implementation of Corrective Action:**

When a corrective/preventive action is decided upon, it is implemented on a trial basis and the results are closely monitored. Further measures or changes in the measures may have to be made during the trial period until satisfactory results are attained. The magnitude of corrective action depends on the nature of non-conformity and its effect on the quality of service.

**4.4 Verification of Corrective Action:**

On, or immediately after, the due date of implementation of a corrective action, Management Representative Follow-up to determine if the corrective action has been effectively implemented. When there is objective evidence that the corrective action is effective, the CPA Request Form can be closed. If more work is needed to fully implement the action, a new follow up date is agreed upon.

When the corrective and preventive measures are found to be effective, they are incorporated in the QMS by making suitable changes in the relevant documents such as drawings, specifications, operating procedures, work instructions and QMS system procedures.

**4.5 Preventive Actions:**

Preventive actions are taken to eliminate any potential causes of non-conformity. The objective is to provide a mean for detecting any deterioration in processes, work standards and systems and thus to prevent the occurrence of a non-conformity.

The need for preventive action is brought out by analysis of the following information:

- a) Data on service and process trends.
- b) Customer feedback.
- c) Inspection and test records.
- d) Performance reviews of suppliers.

A preventive action can also be initiated by any person by reporting it to his section Departmental Head who fills in the CPA Request Form and sends it to the Management Representative. The procedure for processing, implementation and follow-up of preventive actions is the same as described in subsections 4.3, 4.4, and 4.5 above.

**4.6 Suggestions from Employees:**

All employees are encouraged to make suggestions or recommendations for improvement in

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Quality Management System.

Any person can give suggestion by filling in the prescribed "Suggestion Form", (JSC-FM-004-03-R/00), available in all sections.

The Suggestion form is submitted to the concerned Departmental Head that reviews and approves the suggestion. In case the suggestion is rejected, the reason for its rejection is given on the suggestion form.

In case the suggestion is approved, it is intimated to the Management Representative who logs the suggestion in the "Suggestion Log", (JSC-FM-004-04-R/00). After approval of the suggestion, the concerned Departmental Heads assigns the responsible person and a target date for implementation of the suggestion. Management Representative is responsible for follow up of implementation of the suggestion.

#### **4.7 Management Review meetings:**

Status of corrective and preventive actions and suggestions are presented in Management Review Meeting as input. Management Representative compiles the status of corrective and preventive actions and suggestions.

#### **5. RELATED RECORDS:**

- |                     |                    |
|---------------------|--------------------|
| 1) CPA Request Form | JSC-FM-004-01-R/00 |
| 2) CPA Log Sheet    | JSC-FM-004-02-R/00 |
| 3) Suggestion Form  | JSC-FM-004-03-R/00 |
| 4) Suggestion Log   | JSC-FM-004-04-R/00 |