

# CORRECTIVE ACTION REQUEST SYSTEM

## 1.0 SCOPE

This procedure defines how the PTEC Corrective Action Request (CAR) System operates. It is used to record and track corrective and/or preventive action taken to eliminate the root cause of quality-related problems. Such events include: non-conforming incidences, audit findings (Internal and LCTCS findings), suggestions or any other situation involving poor quality. The CAR system is also intended to be used for supplier corrective action, in the case of non-conforming purchased materials and services; and customer complaints issued by students and process industry employers.

## 2.0 APPLICABLE DOCUMENTS

- A. Corrective Action Request Form (CAR) "TBA".
- B. Quality manual

## 3.0 SAFETY

This system is intended for use specifically with regard to problems relating to the quality of products, processes, procedures or systems.

## 4.0 QUALITY

It is our intent to produce highly qualified Process Technicians at all times. In those cases where nonconforming technicians are developed or situations occur which could potentially cause the development of nonconforming technicians, we want to learn from them in order to prevent their reoccurrence. Furthermore, this system should verify that the corrective and preventive action, implemented, is effective.

## 5.0 DEFINITIONS

- A. Corrective Action - Action taken to eliminate the cause of a quality event, which has occurred, so as to prevent the problem from *recurring*.
- B. Preventive Action - Action taken when no problem has (yet) occurred, but such action will prevent the possible problem from *occurring*.
- C. Product - Student Knowledge
- D. Non-conforming Product – Product, which does not meet specifications (GPA) or requirements requested by prospective employers.
- E. Audit Finding - Any non-conformance with policies, procedures or other requirements, which is discovered in the course of conducting a self-assessment quality audit. Trained internal auditors will conduct self-assessment quality audits. This quality audit system is described in a separate procedure.
- F. Opportunity for Improvement - This is a situation where a problem has not yet occurred, but might if action is not taken to avoid it. This includes suggestions to improve the quality of products, processes, procedures and systems.
- G. Customer – Student or prospective employer.

## 6.0 RESPONSIBILITIES

- A. The Quality Instructor is responsible for the *overall management and operation* of this system. He/she also reports on system performance in the Management Review.
- B. All employees and students are responsible for *initiating* the improvement process by completing and submitting the CAR form.
- C. The owner of the area affected is responsible for:
  - (1) deciding which problems warrant a root cause analysis and action to eliminate the cause or assigning training tutoring, and/or supervisor feedback .
  - (2) taking appropriate and timely corrective action.
- D. The Management Representative is responsible for *reviewing* the performance of the CAR system to determine its continuing suitability and effectiveness in achieving the goals and policies of the organization, and for initiating changes as necessary.

## 7.0 PROCEDURE

- A. This procedure should be initiated by anyone within the PTEC division to identify and take corrective action for an Incident, which has the potential to impact product quality. The CAR form is also used for suggestions to eliminate the possibility of a quality non-conformance from occurring.
- B. The initiator fills out the Corrective Action Request form Completely (Attachment 1 "TBA").
  - 1. Send form to Quality Instructor by putting it in the designated drop box locate outside the coordinators office in the Frazier building.
  - 2. Upon receipt, the Quality Instructor:
    - Consults PTEC Coordinator for severity, needs, if any, follow-up area & assignee.
    - Staff Support assigns a number & records the information into the computer log.
    - Distributes the original report form to the assignee & a copy to the file.
  - 3. The Assignee, or his designate(s):
    - Determines the root cause of the event, if the incident is severe enough. The PTEC Coordinator will determine this need and mark the CAR appropriately.
    - Determines appropriate action required to prevent the situation from recurring.
    - Fills out action taken and/or recommendation for corrective/preventive action. Also state if able to complete recommendations.
    - Returns form to PTEC Coordinator.
  - 4. PTEC Coordinator & assignee:
    - Assigns a closure date, or
    - Assigns follow-up responsibility (if needed) for recommendations.

- Sends original form to staff support.
5. Staff Support:
- Enters follow-up into database
  - Sends copy of the form to person(s) assigned responsibility for completion of recommendations (if needed). Otherwise just enter in database, send copy to Quality Instructor, and put original(s) in file.
6. If sent to Recommended Assignee:
- Assignee completes recommendations
  - Returns form with completion date to PTEC Coordinator to close.
7. Staff Support:
- Enters completion/closed date into database
  - Sends copy to Quality Instructor and puts original(s) in file.
  - Sends copy to originator of CAR
8. The Quality Instructor:
- Proofs CAR form, if satisfied take no further action, or not, discusses the action with the responsible party and/or PTEC Coordinator, where appropriate.
  - Assigns responsibility and follow-up to make sure the corrective action implemented was effective.

Note: An "effectiveness check" for a designated CAR follow-up will be performed through the Internal - audit System. There will be a "Designated CAR" slot that will show up on the audit schedule, for an internal audit. The assignee of the Internal Audit will receive the assigned audit topic from the Quality Instructor. The Internal audit will verify that the recommendations from the "Designated CAR" were truly effective. The "Designated CAR" will be selected to the "degree appropriate to the magnitude of problems and commensurate with the risks encountered".

C. In addition:

1. Use Internal audit system to follow-up effectiveness check on QIR's submitted during the last Internal Audit
2. Issues reminders periodically to keep system current.
3. At least once per year, analysis, trends or other patterns are studied to initiate preventive action as appropriate.
4. The conclusions and recommendations from this analysis should be used in developing annual plans which are stewarded to the PTEC staff.

D. Items to be reviewed include:

1. Pareto Analysis of incidents.
2. Focus on the most important things, so that we can see how effective we are in elimination of quality incidents.

## **8.0 ATTACHMENT**

### 8.1 Corrective Action Request form

**9.0 REVISION RECORDS** .....

**DOCUMENT HISTORY**

APPROVED BY	POSITION	DATE
	PTEC Quality Instructor	