

CORRECTIVE / PREVENTIVE ACTION PROCEDURE

Any KTMC Employee can initiate a process correction.

PROCEDURE:

1. Problems may be identified by, or brought to the attention of, any employee of the KTMC. These problems may be the result of an in-process inspection, customer complaint, outside serviced material from a vendor to KTMC. The nonconformities are reviewed to determine the need for corrective action.
2. Third party audit findings are handled the same as internal audit findings. A MAR (corrective action) will be issued and a response is required.
3. Once determined, the initiator should access the MAR form (Corrective / Preventive Action Form) and complete. The information should include the process where the problem was identified, affected procedures, area(s) involved, and any other pertinent information concerning the problem. The form is then forwarded to Quality Manager.
4. Upon receipt of the MAR (Corrective / Preventive Action) Form, the Quality Manager shall ensure the information provided is complete and accurate, and shall contact the initiator for additional information, if required. The Quality Manager will determine the responsible person(s), type of corrective action, date sent and date the response is due.
5. The Quality Manager shall log the MAR# (Corrective Action#) for tracking purposes and forward the form to the individual(s) responsible to take Corrective Action.
6. The responsible person(s) must complete the rest of the MAR (Corrective / Preventive Action) Form indicating the root cause and action taken to ensure the nonconformity does not recur.

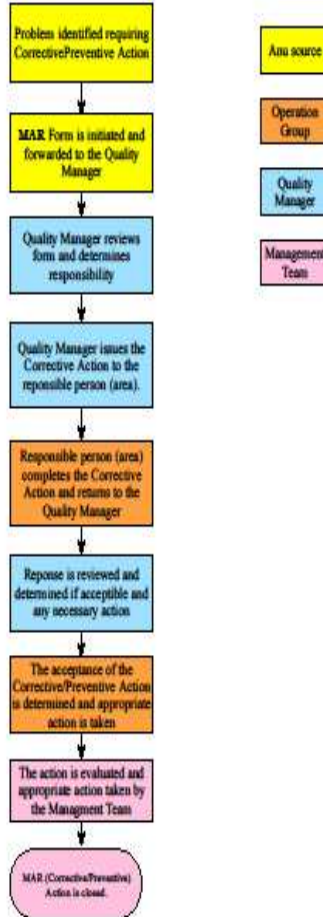
The form is to be returned to the Quality Manager by the date indicated on the form. If additional time is required to determine Corrective / Preventive Action, the responsible person(s) shall contact the Quality Manager to make arrangements for an alternate due date.

7. Upon receipt of the MAR (Corrective / Preventive Action) Form, the Management Review Team shall evaluate the response and close the Corrective Action if acceptable. Otherwise, the quality Manager shall work with the responsible person(s) until an acceptable resolution is reached. The Quality Manager shall log the receipt of the form and inform the requestor of the results.
8. Once the proper resolution has been reached and the Corrective / Preventive Action has been implemented according to the implementation date on the MAR (Corrective Action / Preventive) Form, the Quality Manager ensures finalization of Corrective Action Form.
9. Upon closure of a Corrective / Preventive Action, whether or not acceptable, the information is analyzed to determine the needs for preventive action and system improvement. The log is updated to indicate the status of the Corrective / Preventive Action.
10. Corrective / Preventive Actions are reviewed by the Management Team to ensure effectiveness.
11. The MAR (Corrective / Preventive Action) form is maintained by the Quality Manager in the QA/QC office..

ASSOCIATED DOCUMENTS:

KTMC Management Action Request Form (Corrective Action Form)
KTMC Management Action Request Log, Hard Form.

Kreis Tool
Corrective/Preventive Action Flowchart
(Quality Assurance Manager Controls this process)



KREIS TOOL & MFG. COMPANY

MANAGEMENT ACTION REQUEST (MAR)		MAR No.
<input type="checkbox"/> Corrective Action	<input type="checkbox"/> Preventive Action	<input type="checkbox"/> Opportunity for Improvement
Source <input type="checkbox"/> Internal / External Audit <input type="checkbox"/> Management Review <input type="checkbox"/> Customer Complaint <input type="checkbox"/> Product Deficiency <input type="checkbox"/> Employee Suggestion <input type="checkbox"/> Other:	Reference	Comments
Description of Actual or Potential Problem or Opportunity for Improvement (condition found):		
Initiated by:		Date Initiated:
Received and Entered into MAR System by:		Date:
Assigned to:		Reply Due Date:
Root Cause:		
Immediate Action (to correct problem, minimize risk or achieve short term benefits):		
		Planned Completion Date:
Long Term Action (to prevent occurrence/recurrence of a problem, or achieve long term benefits):		
		Planned Completion Date:
Submitted by:		Date Action Plan Submitted:
Comments by Approval Authority:		
Approved by:		Date Action Plan Approved:
Followed Up by:		Date of Follow Up:
Effective? <input type="checkbox"/> Yes <input type="checkbox"/> No	Evidence:	
Closed Out by:		Date Closed Out: