Inputs:
• An identified non-conformance, opportunity for improvement, or non-conforming product, and a TS-0022 Corrective Action Form.

Process:
• A non-conformance, opportunity for improvement, or non-conforming product has been identified and a TS-0022 Corrective Action form has been initiated, and submitted to the Shop Supervisor and the Division Manager.
• The Quality Assurance Manager is notified and a corrective action status number is assigned.
• A root cause analysis is performed to discover the underlying causes for the issue.
• A series of solutions are developed and analyzed to determine which one best resolves the issue at hand and are to be reviewed by the division manager.
• The desired solution is implemented and monitored for an appropriate period of time to determine if this is the required solution.
• Once the final solution for the issue has been implemented, the results of the implemented solution are verified by the Division Manager, and, the Corrective Action form is signed by the Division Manager.
• The Corrective Action form is sent to the Quality Assurance Manager.
• The Corrective Action is reviewed and closed by the Quality Assurance Manager.

Outputs:
• A successfully completed corrective action and the accompanying TS-0022 form.
Process Owner:
- Employee Identifying the issue
- Division Manager
- Quality Assurance Manager

Stakeholders:
- Administrative Team
- Technical Services Employees