Corrective Action Process

Start

An issue is identified.

Complete a Corrective Action Request Form TS-0022.

Submit the Corrective Action Request Form to the Shop Supervisor.

The Quality Assurance Manager is notified and a Corrective/Preventive Action Status number is assigned.

The issue is investigated and possible solutions developed.

The desired solution is implemented and monitored for a period to determine if working.

Completed Corrective Action Request Form sent to the Quality Assurance Manager.

The results of the implemented solution are verified.

The Corrective Action is closed by the Quality Assurance Manager.

END
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.
• The shop supervisor informs the Quality Assurance Manager and a corrective action status number is assigned.
• A root cause analysis is performed to discover any underlying causes for the issue.
• A series of solutions are developed and analyzed to determine which one best resolves the issue at hand.
• 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 and monitored, the completed TS0022 form is forwarded to the Quality Assurance Manager.
• The results of the implemented solution are verified by the Quality Assurance Manager.
• The corrective action is closed.

Outputs:
• A successfully completed corrective action and the accompanying TS-0022 form.

Process Owner:
• Audit Coordinator

Stakeholders:
• Administrative Team
• Technical Services Employees