

BAIRSTOW BROTHERS (1985) LIMITED
QUALITY MANAGEMENT SYSTEM

QUALITY PROCEDURE	Ref: QP05
	Page: 1 of 3
CORRECTIVE AND PREVENTIVE ACTION	Issue: 1 Revision 1
	Date: 06/04/06

Authorised and Issued by the Managing Director

1 Purpose and Definitions

1.1 To identify areas where:

- corrective actions are required and
- preventive actions could be taken to prevent non-conformance.

1.2 To facilitate the implementation and effectiveness of these actions and to prevent the recurrence of non-conformance.

2 Scope and Responsibilities

2.1 These procedures apply where systems, procedures and work practices, which affect product quality are found to be non-conforming or inadequate and includes follow up to customer complaints.

2.2 The Works Manager, Vapalux Manager, Administration and Financial Controller are all responsible persons who are charged with:

- documenting, investigating and analysing necessary corrective and preventive action in order to prevent occurrence and reoccurrence of non-conformance, and
- ensuring that corrective and preventive actions are effectively implemented.

2.3 All personnel are responsible for reporting any discrepancies or variations from the specified product, service or process requirements to the Works Manager, Vapalux Manager or Administration and Financial Controller.

3 Procedure - Corrective Action

3.1 Corrective and Preventive Action Reports can be generated from three main sources. These are:

- where corrective actions are required;
- as a follow up to customer complaints;
- following a breakdown in company systems, procedures and / or work practices;
- as a result of internal audits.

3.2 The Quality Controller shall maintain a [log](#) of all Corrective And Preventive Action Reports from their generation to completion. Details to be recorded include the following:

- Customer or supplier (as applicable)
- product identification (e.g. product name or part number).
- Works Order no. (where applicable)
- severity rating
- type of non-conformance
- required action date(s)

3.3 Customer complaints shall be handled generally as described in Quality Procedure [QP04-Control of Nonconforming Product](#).

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QUALITY PROCEDURE	Ref: QP05
	Page: 2 of 3
CORRECTIVE AND PREVENTIVE ACTION	Issue: 1 Revision 1
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- 3.4 Where a documented system, procedure or working practice is identified as non-conforming or inadequate, a [Corrective and Preventive Action Report](#) shall be raised and implemented. The Works Manager, Vapalux Manager or Administration and Financial Controller must be informed and shall approve any corrective actions to be taken.
- 3.5 This procedure also applies where internal audit findings require corrective action.
- 3.6 If action to be taken necessitates a document change to any systems, procedures or work practices, approval of the change is in accordance with Quality Procedure [QP01-Control of Documents](#).
- 3.7 Customer concessions shall be recorded on the Corrective and Preventive Action Report.

4 Procedure: Preventive Action

- 4.1 Information from the following sources shall be monitored primarily by the Quality Controller in order to detect, analyse and eliminate potential causes of non-conformities:
- a) day to day operations and processes;
 - b) concessions raised;
 - c) recommendations and observations raised as a result of internal audits;
 - d) quality records;
 - e) customer complaints.
- 4.2 Should any problems requiring specific preventive action be highlighted, consultations between relevant responsible persons regarding appropriate actions will take place. A Corrective and Preventive Action Report may be raised in order to assist with this process.
- 4.3 Any actions agreed during these consultations shall be recorded, either on the Corrective and Preventive Action Report, or on any other more appropriate document (e.g. Meeting Minutes, Action Plans, Route Cards, etc). The Managing Director shall be informed, and shall approve preventive actions to be taken.

5 Records

- 5.1 Corrective and Preventive Action Reports and customer correspondence shall be retained in accordance with Quality Procedure [QP02-Control of Records](#).

6 Documents

[QP02-01 Quality Record Register](#)
[QP05-01 Corrective and Preventive Action Report](#)
[QP05-02 Corrective and Preventive Action Log](#)

BAIRSTOW BROTHERS (1985) LTD			AMENDMENT SHEET	
Document Ref.		QP05-Corrective and Preventive Action		
Date	Issue. No	Details of amendment(s)	Approved by	Position
06/04/06	1	First issue	Neil Kendall	Project Manager