



# Quality Procedures Manual

## Corrective Action Report

### 1. POLICY.

It is the policy of Future Design & Engineering (FDE) to maintain a corrective action system which eliminates recurrences of non-conforming material and departures from established procedures. The purpose of this procedure is to describe the steps for initiating and completing corrective action when evidence shows that product quality or operational performance has degraded.

### 2. RESPONSIBILITY.

The Quality Assurance Manager is responsible for the overall implementation of this procedure.

### 3. DEFINITIONS.

Corrective Action: The measures taken by a supplier or FDE to achieve a quality goal, resulting in compliance with a quality requirement.

Corrective Action Request (CAR): Form used to document corrective action by recording the problem, the proposed corrective action, its affectivity, and the activity responsible for implementation. It is initiated for administrative type deficiencies, departures from established policies, procedures, or practices and/or hardware deficiencies.

### 4. IMPLEMENTATION.

- A. Corrective Action pertaining to procedural or administrative deficiencies are initiated by a Corrective Action Request (CAR), [QP-016](#), and addressed to the operational activity involved. The request is in narrative form, specifying the problem and corrective action required. CAR's are routed through the Quality Assurance Manager for logging, review, follow-up, and closure. The CAR Log contains the CAR control number, subject, addressee, date of issue, due date, and date completed.
- B. If a response is not received by the due date, Quality Assurance issues a copy of the CAR to the addressee and his supervisor annotated "Second Notice, reply within five working days." The log is updated indicating a second notice was requested. If a request for extension is received, the change is made to the log and the file copy of the CAR. If a third notice is required, it is forwarded to the President of FDE for action.
- C. The close-out action is by the Quality Assurance Manager. A review is made to assure implementation of the action and to evaluate its effectiveness. The QA Manager signs and dates the CAR. Disapproval of the reply requires initiation of a new CAR.
- D. The Non-Conforming Material Disposition/Corrective Action form ([QPM-010](#)) is used to provided corrective action for material. Quality reviews and analyzes non-conformance data to determine if corrective action is required. The MRB Chairman who conducts the MRB or preliminary review insures causes of non-conformances are determined, and corrective actions initiated when required. The MRB Chairman assures corrective actions are evaluated, and feedback is provided to appropriate personnel. Quality Assurance maintains a file of the completed copy of the MRR. The rejection tag may be used to document remedial action taken in situations where Quality does not feel a CAR is warranted.

### 5. REFERENCE.

Forms: [QP-016](#), Corrective Action Request; [QPM-010](#), Non-Conforming Material Disposition/Corrective Action