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Continual Improvement

Purpose

This procedure describes the process for continually improving the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective & preventive action, and management review (8.5[1]).

Scope

This procedure is applicable to quality management system processes

Definitions

Corrective Action (ISO 9000:2000) - Action taken to eliminate the cause of a detected nonconformity or other undesirable situation.

Management Review - A periodic formal evaluation of the effectiveness of the quality system in achieving the quality plan and objectives.

Quality System - Organizational structure, responsibilities, procedures, processes and resources needed to implement the quality system.

Responsibilities

DEPT MGR All Department Managers

MGMT REP Management Representative

PRES President

Procedures

DEPT MGR Develop and Implement Plans to Achieve Quality Objectives

- Reviews the Quality Policy and Quality Objectives.
- Identifies departmental responsibility for achieving the Objectives.
- Develops and implements plans, in conjunction with other departments, to achieve the objectives.
- Gains approval of plans through Management Review.

DEPT MGR Collect and Analyze Data Concerning Quality Performance

- Collects, reviews, and analyzes data relating to customer satisfaction, conformity to product requirements, supplier performance, characteristics and trends of process to identify opportunities for improvement and preventive action (8.1[1]c[1]).

DEPT MGR Quality and Productivity Improvements

- Identifies opportunities for quality and productivity improvement and implements improvement projects.
- Gains approval through the Management Review Process.

MGMT REP Reviews Internal Audit Results

- Reviews Internal Audit Results to identify opportunities for improvement or preventive action.
- Ensures that improvement opportunities are considered at management review.

MGMT REP Reviews Corrective Action Request Status

- Reviews Corrective Action Request status to identify opportunities for improvement or preventive action.
- Ensures that improvement opportunities are considered at management review.

PRES Management Review

- Convenes Management Review to ensure that all appropriate opportunities for improvement or preventive action are considered.
- Selects opportunities to be addressed and assigns responsibility for project planning as appropriate.

DEPT MGR Implements Continual Improvement Projects

- Develops plans for improvement projects and gains approval.

Consideration should be given to goals, objectives resources, timing impact of the project, metrics to measure improvement, etc.

MGMT REP Flows Down Corrective Actions To Supplier

- Flows down corrective action requirements to a supplier when it is determined that the supplier is responsible for the root cause (AS8.5.2[3]g[1]).

Note: Failure to respond/achieve corrective action may result of the suspension of a supplier or disciplinary action of an InSCO employee, as appropriate. The management Representative shall escalate the problem to Top Management for resolution. (AS8.5.2[3]h[1]).

References**Related Procedures**

Corrective Action QSP-8.5.101

Internal Audit Procedure QSP-8.2.103

Management Review QSP-5.6.101

Preventive Action Procedure QSP-8.5.103

Records

Management Review Minutes QF-24 Retain for 3 Years

Policy References

Improvement 8.5

Revision Notes

- Changed revision from 3.0 to C to match new revision format
- Fixed typo in 'Related Procedures; Management Review' – was QSP-5.5.101; is QSP-5.6.101