



<b>ROSEWOOD MACHINE AND TOOL CO.</b>	<b>QMSP-1006 Corrective Actions</b>		
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### **Purpose**

ROSEWOOD MACHINE AND TOOL CO. takes action to eliminate the cause of nonconformities and potential nonconformities in order to prevent recurrence.

This procedure is established to define the controls needed for:

- a) reviewing nonconformities,
- b) determining the causes of nonconformities,
- c) implementing any action needed,
- d) reviewing the effectiveness of any corrective action taken,
- e) making changes to the quality management system, if necessary
- f) retaining documented information as evidence of the nature of the nonconformities and any subsequent actions taken,
- g) retaining documented information as evidence of results of any corrective action.

### **General**

All Corrective Actions Reports are entered, updated, stored, and retained as documented information within the E2 Shop System. Corrective Action Reports are used for reporting known problems, customer driven rejections, and improvement within RMT.

### **Procedure for Corrective Actions**

#### *Step 1. Corrective Action Report Creation within E2*

- a) In the E2 Shop System window select Quality from the main menu. Then select Corrective / Preventive Actions from the Quality pull down menu.
- b) This will bring up the Corrective Action window. Click on New within the window.
- c) This will bring up the Add Corrective Action window with the General tab information displayed.
- d) At a minimum, select the CAR type in this window. Internal is used if the problem originated within ROSEWOOD MACHINE AND TOOL CO. If it's either Customer or Vendor, there will likely be additional information which can be added relating to part numbers, job numbers, quantities, etc. Please fill in as much of the information as you possibly can (also be aware that Customer and Vendor returns can be added into E2 which can automatically add a CAR into the system). Use Internal if it is a problem identified through an internal audit, or from a suggestion made internally.



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- e) Click on the Investigation tab of the Add Corrective Action window.
- f) This will bring you to the section of the report where information can be added for internal CAR's in particular. Regardless of the CAR Type, take care to provide any and all pertinent information related to the problem and the cause here. "Investigated By" is the person responsible to investigate the cause of the CAR. It is necessary to enter the name of the person who initiated the CAR in the "Reported Problem" field so that he / she can be informed of the results. Once the "Investigated by" person has been determined, the CAR should be printed if necessary and delivered to the responsible person. Keep in mind when composing these statements that this may be all the information another person gets when finding out about the report. If no Root Cause can be determined then enter "Undetermined" in the "Root Cause" field. These reports will be reviewed at the Management Review Meeting and decisions will be made regarding their importance to the company. Please do your best to provide enough information in the report so that informed decisions can be made regarding their disposition. When providing the Response Due date, the priority of the CAR, which you will assign in the next step, must be considered.

CAR priorities and response times are defined in the table below:

<b>CAR Priority</b>	<b>CAR Response Times</b>
<p style="text-align: center;"><b>HIGH</b></p> <p><b>Exp.</b> Customer rejection, threat of injury or health, regulatory or environmental requirement</p>	Priority must be assigned and have an action plan in place within <b>24 hours of occurrence.</b>
<p style="text-align: center;"><b>MEDIUM</b></p> <p><b>Exp.</b> In process rejection, quality or craftsmanship, Simple process change or improvement. <i>"most commonly used"</i></p>	Priority must be assigned and have an action plan in place within <b>1 month of the origination date.</b>
<p style="text-align: center;"><b>LOW</b></p> <p><b>Exp.</b> Not meeting quality objective, Major process changes or improvements.</p>	Priority must be assigned and have an action plan in place within <b>1 year of the origination date.</b>

- g) Click on the Action tab of the Add Corrective Action window.
- h) This is the window in which the person who implements the solution will be assigned to the CAR. This is accomplished by selecting the pull-down menu on the Implemented by field and selecting a name from the list. The E2 number associated with the person's name will now appear in the field. If the implementation of the CAR solution should be assigned to yourself, which is



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often the case because the problem falls within your work area of responsibility, then Implemented by “would be yourself”. CAR’s can always be re-assigned upon review and managers and foreman have the authority to delegate the CAR resolution to anyone within their individual organizations.

- i) The Implementation Date is the estimated completion date for the CAR.
- j) The Corrective Action Code is the priority of the CAR. Add the CAR priorities, listed in the table to the “Corrective Action Code” pull-down menu on the Action tab of the Add Corrective Action window by selecting <ADD NEW>.
- k) The Immediate and Permanent Action fields should be self-explanatory, see Step 1f above for instructions. In some cases, a permanent solution cannot be implemented quickly. In this case provide a workaround or temporary solution and a plan for a permanent solution. Should the immediate action also provide an effective permanent solution then provide the same solution within both categories.
- l) Click on the Verification tab of the Add Corrective Action window.
- m) This section of the CAR is designed to document and illustrate the signoff, verification of the solution and final disposition of the CAR. This section should **NOT** be completed until the solution is in place and is ready to be verified.
- n) The Corrective Action Report “completed and signed check box” does not need to be checked.
- o) In the Verification of Implementation comment box, provide a description of the solution implementation. Provide the name of the person that was responsible for the verification of the implementation and the verification date.
- p) In the Verification of effectiveness comment box, provide a description of the methodology used to determine the effectiveness of the solution to produce the desired results. Provide the name of the person that was responsible for the verification of the effectiveness of the solution.
- q) Finally, provide the Close Out Date; this will effectively close the CAR in the E2 database and resolve the CAR. It is necessary that before a CAR can be closed; all fields are filled out with the appropriate information. Click on the OK button

*Step 2. Utilizing Form QMSF-1026 Corrective Action Report (CAR)*

- a) Fill in required information as directed on Form QMSF-1026
  - i. *Originator of Corrective Action Report*
  - ii. *Job Number*
  - iii. *Part Number*
  - iv. *Date*
  - v. *To whom the Corrective Action Report is being issues (Process Owner)*



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- vi. *Company Name, Phone, and Fax number of the effected company*
  - i. *E2 generated Corrective Action Report Number*
  - ii. *Completion (due) date – As directed in the CAR response times listed above*
  - iii. *Select Type of Finding*

***Do not fill in the Nonconformance, Root Cause, Short Term Correction, and Long-Term Correction section of the form. This is to be completed by the Process Owner, reviewed, and signed off by the acting supervisor.***

*Step 4.* The completed QMSF-1026 Corrective Action Report (CAR) form is turned over to the acting supervisor for review and discussion with all parties listed on the form. At which point Short Term along with Long Term Corrections are to be filled in for quality review.