Preventive Action Procedure

QP-06

1. PURPOSE

This procedure describes the actions taken to prevent potential problems occurring

1. SCOPE  
   this procedure covers all aspects of the company’s processes that require or would benefit from preventive actions being taken
2. RESPONSIBILITY  
   The Quality Representative has overall responsibility for this procedure and is supported by other members of management, as necessary
3. DEFINITIONS  
     
   Preventive actions are taken to prevent problems occurring.  
   N.B. This should not be confused with actions taken to stop problems recurring which are by definition corrective actions.  
     
   N/C = Non-conformance.
4. REFERENCES  
    QP-04 Non-conformance Procedure  
    QP-05 Corrective Actions Procedure
5. PROCEDUREPreventive action is addressed in a number of ways:  
   1. the QMS incorporates various checks to ensure that potential problems are identified, recorded and resolved
   2. all machines receive a Pre Delivery Inspection, which is recorded, prior to delivery to the customer
   3. in addition to the QMS, the company endeavours to meet face to face with every customer as often as possible
   4. an important aspect of the internal audit process is the recording of Observations to highlight potential problems and possible improvements,
   5. the company holds both senior and middle management meetings on a regular basis. One aspect of the meetings is to discuss any current activities both positive and negative that affect service delivery and customer satisfaction.
   6. Opportunities for preventive actions are investigated following all internally discovered non-conformances and customer complaints
   7. To minimize the impact of a catastrophe, computer records are backed up and the company maintains appropriate levels of insurance cover.
   8. Fire evacuation drills are carried out at regular intervals and all risk assessments are reviewed at appropriate times.

The effectiveness of actions taken are monitored through the analysis of subsequent performance. This is reviewed periodically and considered at Management Meetings.

REVISION HISTORY

Subsequent updates/amendments to QP-06 should be registered below.

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| Revision No and Date | Person updating and organisation *[Print]* | Page(s) revised | Description of Revision |
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