



COMPLETE QUALITY DOCUMENT

Corrective and Preventative Action

How is Corrective Action Guaranteed?

B&B Precision Engineering Huddersfield Ltd have put into place a 7 stage CAR (Corrective Action Response) for any internal issues that might be encountered. This can be summarised as:

Step One - Problem Verification: Verify the problem, collect information and describe the problem

Step Two - Containment Action: Stoppage of process, segregation of parts where required and informing the customer

Step Three - Failure Analysis: Visual and Physical Testing of fault

Step Four - Root Cause: Defining of the problem, validation of this being the fault. provide 'Five Whys' Report

Step Five - Corrective Action: Introduce additional process control, introduce new process, introduce new testing stage

Step Six - Preventive Action: Changing of process or procedure and training of staff where required

Step Seven - Effectiveness Verification: Re-evaluate in the next month and verify improvement

What is the average lead time for carrying out corrective and preventative actions?

Obviously it depends on the issue, but generally speaking most faults/issues are dealt with within the same working day.

This document was last reviewed on 06/02/2018 by Oliver Gwynne