



EMCO ELECTRONICS	Appr. By :	
	Page No.	1 of 6
DOC. TITLE : Procedure for Corrective and Preventive Action	Doc No.	CP00-201
	Issue No.	5
	Issue Dt.	01-04-10

1.0 PURPOSE :

To investigate causes of nonconformance and to establish corrective action to prevent recurrence and preventive action to prevent potential occurrence.

2.0 SCOPE :

Applicable to product nonconformities detected and potential nonconformities, identified from scrutiny of processes and work operations which affect quality, and from quality records & customer complaints. Also applicable for improvement actions taken for continual improvement.

3.0 REFERENCES :

- CP00 - 401 Format - "Corrective Action Report"
- CP00 - 402 Format - "Preventive Action Report"
- NC00 - 401 Format - "Nonconformity Report"
- SR00 - 402 Format - "Factory Service Report"
- SR00 - 403 Format - "Site Service Report"

4.0 ANNEXURES :

- Annexure A - Process Maps & Flow-Charts
- Annexure B - Records Table
- Annexure C - Guidelines



EMCO ELECTRONICS	Appr. By :	
	Page No.	2 of 6
DOC. TITLE : Procedure for Corrective and Preventive Action	Doc No.	CP00-201
	Issue No.	5
	Issue Dt.	01-04-10

Annexure A - PROCESS MAPS & FLOW-CHARTS

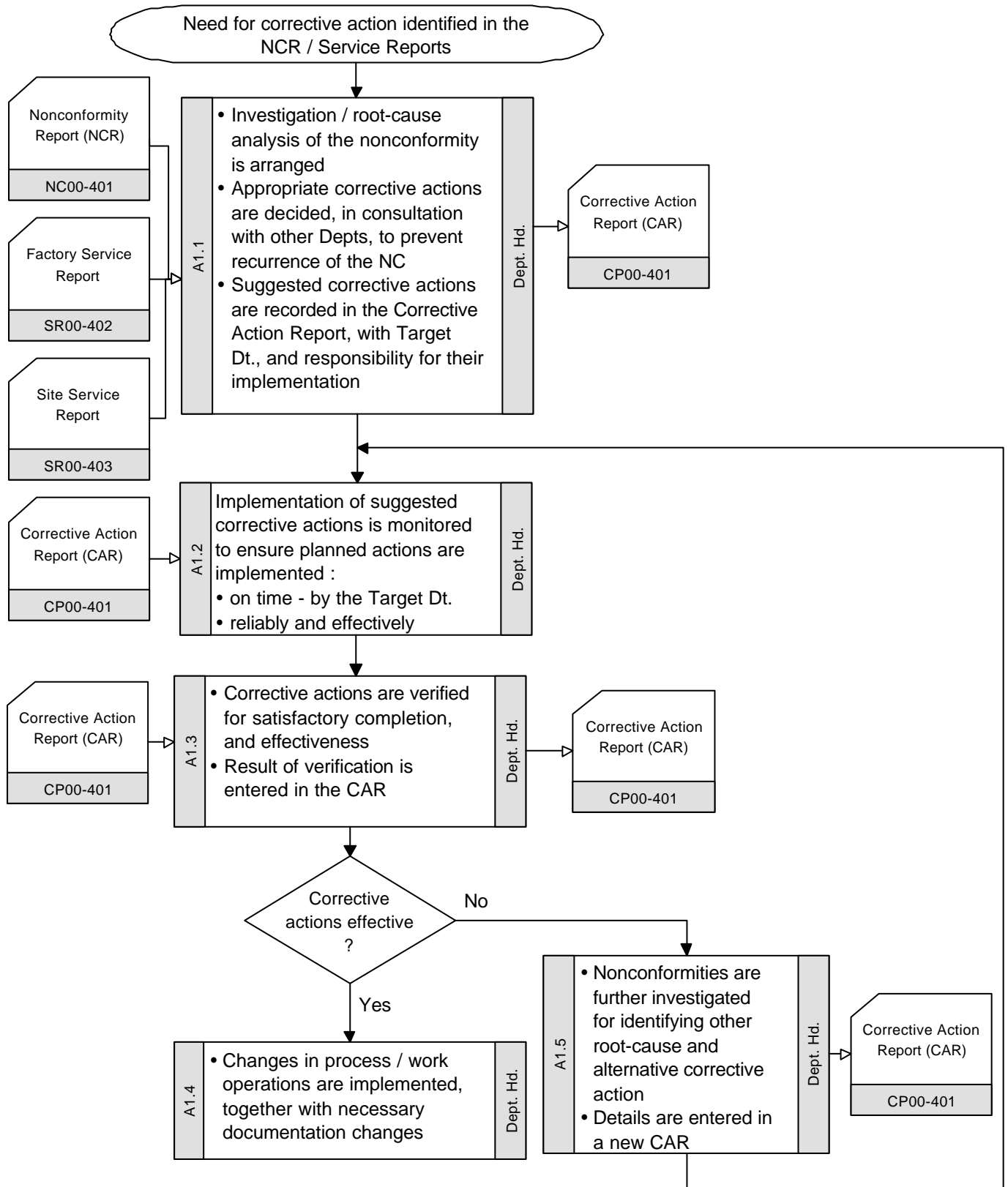
Process Owner : • MR	Process Controls: Guidelines (Annexure 'C')	Process Goals (Targets) : Atleast 6 Corrective Actions over the year
Process Inputs : • Factory service Report • Site Service Report • NC Register	Process Name : Corrective action	Process Outputs : Corrective Action Report
Process Verification : • Through Auditing and Process Performance Measures	Process Resources (Means): ---	Process Measures (Metrics) : Number of CAs over the year.

Process Owner : • MR	Process Controls: Guidelines (Annexure 'C')	Process Goals (Targets) : Atleast 3 Preventive Action Report over the year.
Process Inputs : • MR Report • Other QMS Reports • Data Analysis Outputs	Process Name : Preventive action	Process Outputs : Preventive Action Report
Process Verification : • Through Auditing and Process Performance Measures	Process Resources (Means): ---	Process Measures (Metrics) : Number of Preventive Action Report over the year.



EMCO ELECTRONICS		Appr. By :	
		Page No.	3 of 6
DOC. TITLE : Procedure for Corrective and Preventive Action		Doc No.	CP00-201
		Issue No.	5
		Issue Dt.	01-04-10

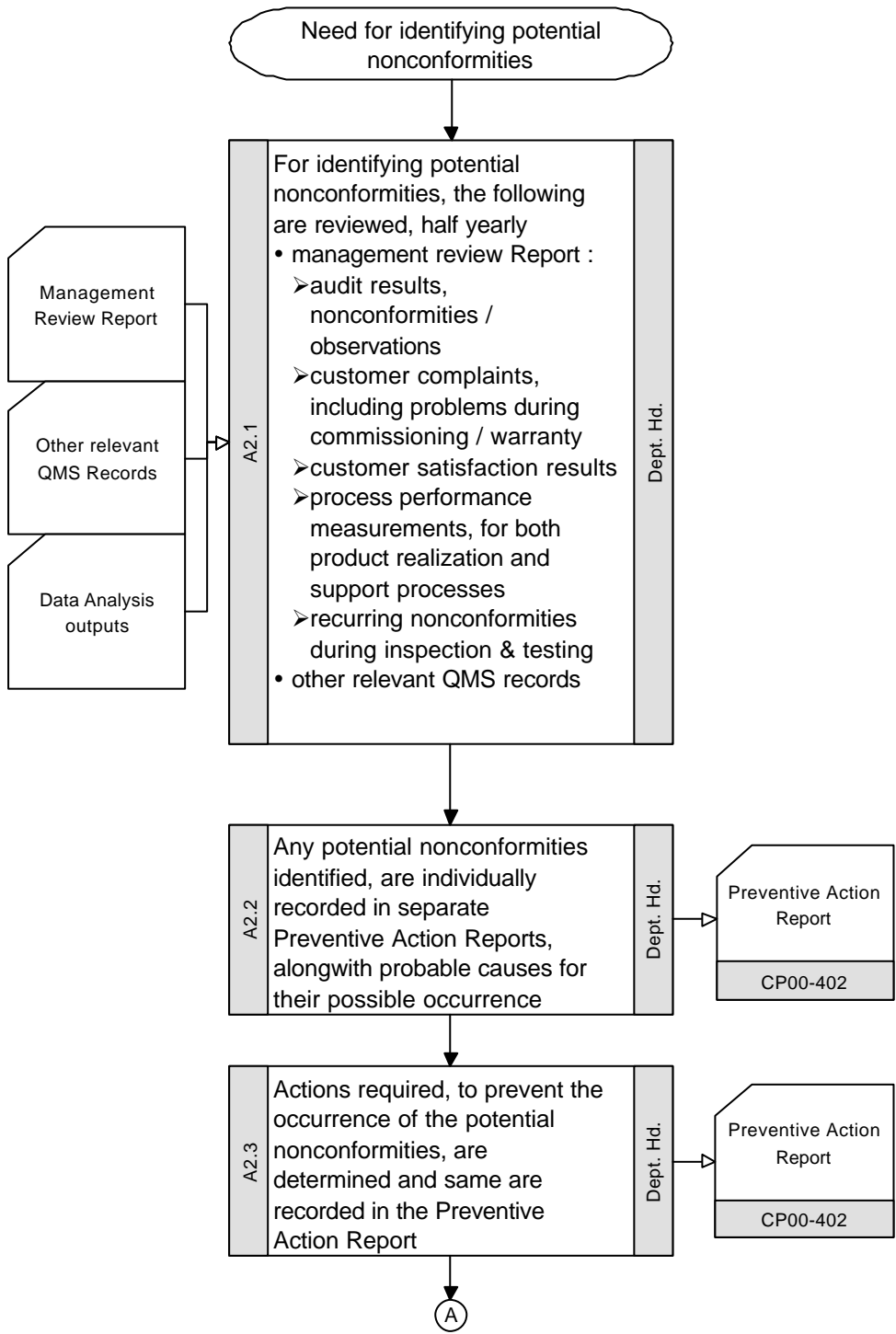
Corrective Action process (A1)





EMCO ELECTRONICS	Appr. By :	
	Page No.	4 of 6
DOC. TITLE : Procedure for Corrective and Preventive Action		Doc No. CP00-201 Issue No. 5 Issue Dt. 01-04-10

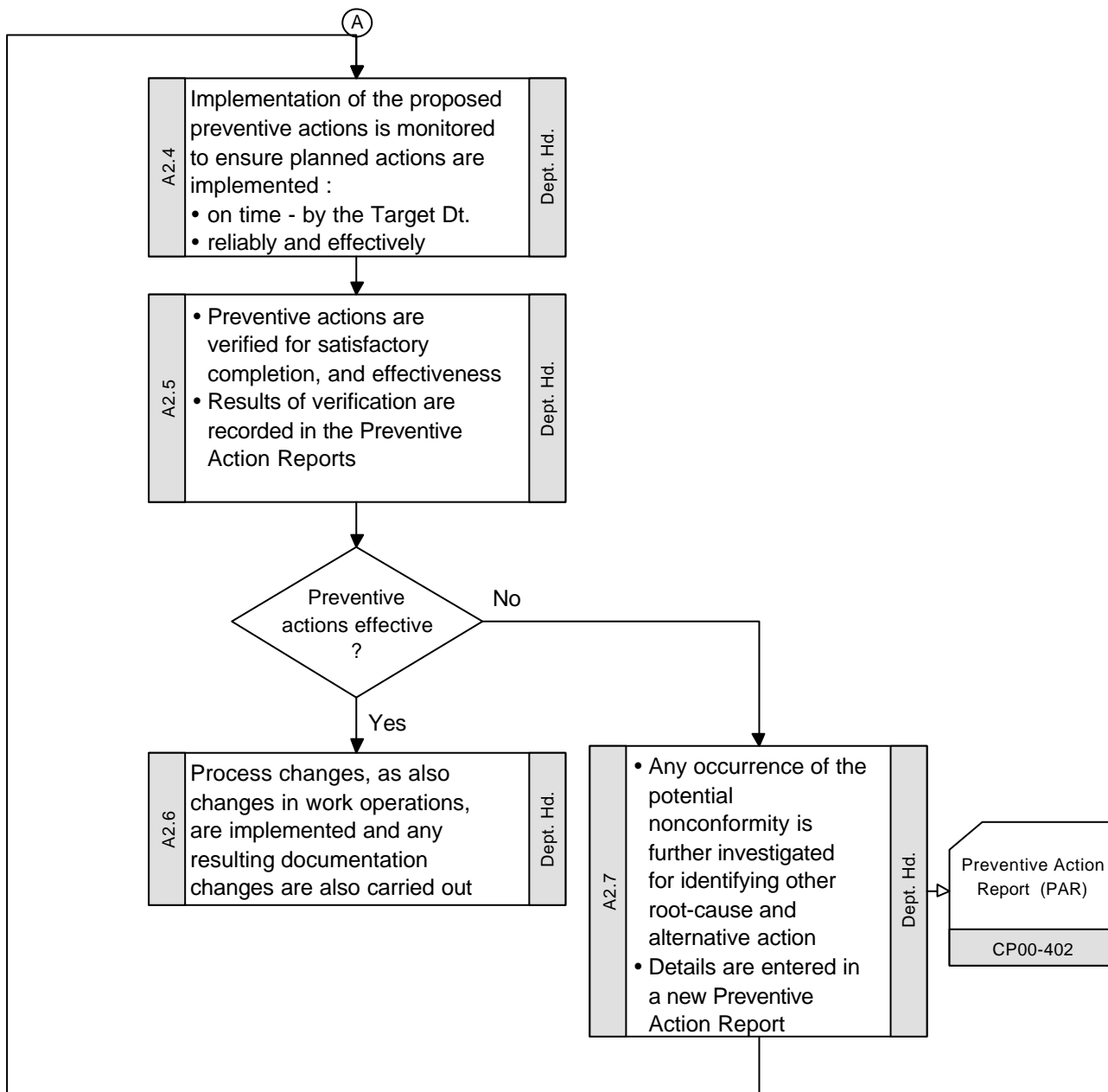
Preventive Action process (A2)





EMCO ELECTRONICS	Appr. By :	
	Page No.	5 of 6
DOC. TITLE : Procedure for Corrective and Preventive Action	Doc No.	CP00-201
	Issue No.	5
	Issue Dt.	01-04-10

Preventive Action process (contd.)





EMCO ELECTRONICS		Appr. By :	
		Page No.	6 of 6
DOC. TITLE : Procedure for Corrective and Preventive Action		Doc No.	CP00-201
		Issue No.	5
		Issue Dt.	01-04-10

Annexure B - RECORDS TABLE

Sr. No.	RECORD REFERENCE	RECORD DESCRIPTION	RECORD LOCATION	MAINTAINED BY	RETENTION PERIOD
1.	CP00-901	"Corrective Action Report Book" : -"Corrective Action Report" (CP00-401)	MR's. Off.	MR	3 Years
2.	CP00-801	"Preventive Action Report File: -"Preventive Action Report" (CP00-402)	MR's. Off.	MR	3 Years

Annexure C - Guidelines

1. Incase of Corrective Actions resulting from Management Review the same is mentioned under N.C. REF.
2. Corrective Action Report Book is also filled for improvement actions and the same is mentioned under N.C. REF. and the basis for taking the improvement action is mentioned under problem analysis