Section 4
Quality System Requirements

4.14 Corrective & Preventive Action

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(General Manager)

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4.14.1 Policy

It is Advatek Systems Inc.'s policy to identify and eliminate the causes of actual or potential nonconformities in products, processes or the quality system as per *Measurement Canada's Quality Assurance standard, S-A-01*.

4.14.2 Purpose

The purpose of this procedure is to establish and maintain documented procedures for implementing corrective and preventive action within the Quality Assurance Program.

4.14.3 Scope

This procedure applies to all products and processes within the Quality Assurance Program.

4.14.4 References

4.14.4.1 Measurement Canada's Quality Assurance standard, S-A-01
4.14.4.2 Weights & Measures Act, Regulations and Specifications
4.14.4.3 Measurement Canada Bulletins
4.14.4.4 Measurement Canada's Notices of approval

4.14.5 General

The QAS will ensure that all corrective and preventive actions resulting from nonconformances, investigations, assessments and audits are implemented in an effective and timely manner. A follow-up shall be done by the QAS to ensure adequate implementation. For both corrective and preventive actions, a Nonconformance Report (see attachments and document ADV-DOC-004 in Appendix A for example) shall be used for reporting, addressing, implementing and follow-ups. These reports shall be kept in Quality Records (4.16) and they will be an agenda item for Management Reviews (4.1.3). To keep track of the status of non-conformances as well as their respective corrective or preventive actions, a Non-conformance Log (see attachments as well as document ADV-DOC-019 in Appendix A) shall be used and kept in Quality Records (4.16).

4.14.6 Corrective Action

All nonconformances (4.13) shall be addressed by the QAS in a manner in which the corrective action will identify and eliminate the cause of the nonconformance.

When determining causes of nonconformances, the following shall be considered:

a) failures, malfunctions or nonconformities in tools and test equipments including the handling and storage of these;
b) inadequate or non-existent procedures and documentation;
c) nonconformance to procedures;
d) inadequate process control (installation, programming, etc.);
e) lack of training;
f) inadequate working conditions;
g) inadequate resources (human or material).

These causes may be revealed by analysis of the following:

a) inspection and test records;
b) nonconformance records;
c) audit observations;
d) field, service or customer observations;
e) observations and reports by personnel;
f) subcontract problems;
g) Management Review results.

4.14.7 Preventive Action

Preventive action shall be taken when potential nonconformances are reported or observed by Advatek Systems Inc.'s staff, customers and/or *Measurement Canada* personnel.

The QAS shall also analyze data and records in order to detect trends and identify areas of risk that may lead to potential nonconformances.

To eliminate potential nonconformances, a root cause analysis shall be preformed by the QAS, preventive action shall be implemented and a follow-up conducted.

All preventive action shall be documented using the Nonconformance Report (see attachments or document ADV-DOC-004 in Appendix A for example) stating that this action is preventive in nature. Preventive actions shall be dealt with in the same manner as nonconformances; it will form part of the Management Review (4.1.3) agenda and will be kept in Quality Records (4.16).

4.14.8 Customer Complaints

Customer complaints shall be addressed as a nonconformance and a Nonconformance Report (see attachments or document ADV-DOC-004 in Appendix A) shall be issued. The Recognized Technician who originally serviced the customer will be made aware of the situation and will be responsible for the appropriate corrective action, once it has been determined.

4.14.9 Attachments (see Appendix A)

4.14.9.1 Nonconformance Report (ADV-DOC-004)
4.14.9.2 Nonconformance Log (ADV-DOC-019)