



Corrective Action Process Example

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Corrective Action in Context

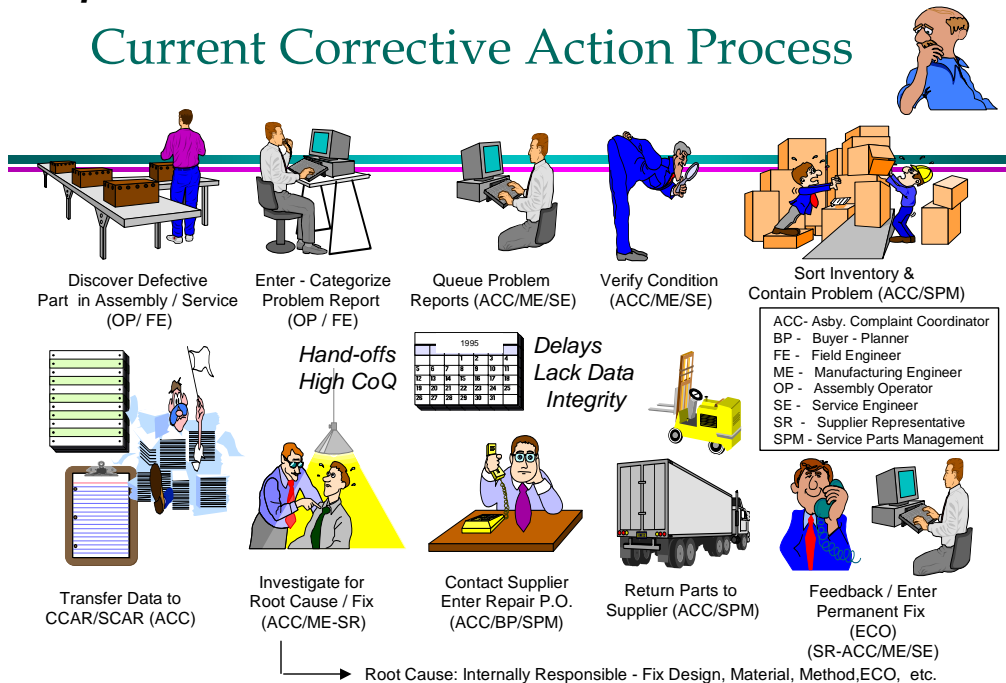
- ❑ Cost of Quality
 - Prevention - Appraisal
 - Internal Failure - External Failure
- ❑ Corrective Action
 - Detect escaping defects (Appraisal)
 - Determine extent and cause
 - Repair or Scrap (Internal / External Failure)
 - Install Permanent Fix (Prevention)

Prevention before the fact is preferable through design for manufacturing, process design and supplier involvement

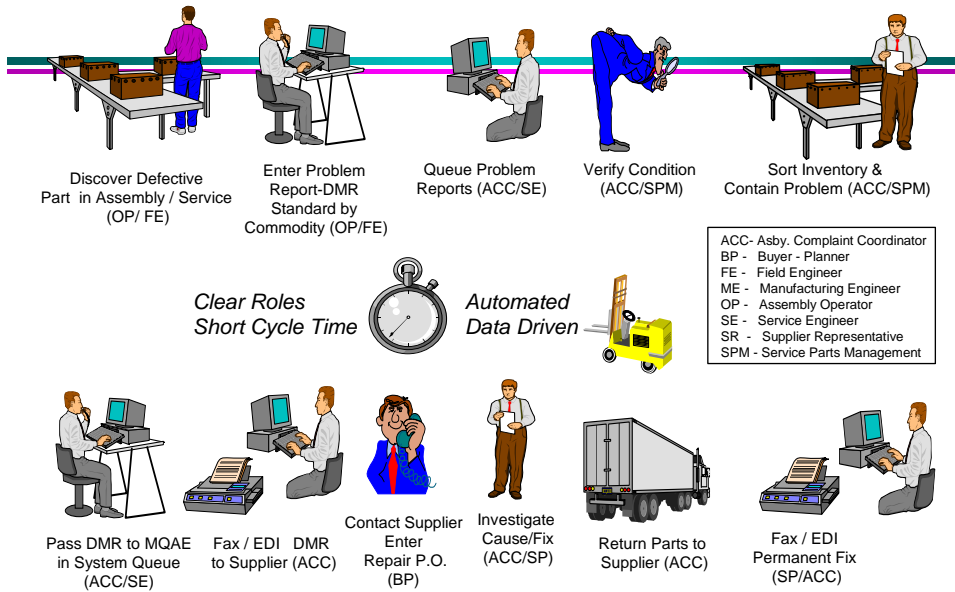
Typical Problems

- ❑ Multiple Process Paths - Internal / Supplier
- ❑ Multiple hand-offs / delays
- ❑ Unclear Roles & Responsibilities
- ❑ Focus on Disposition - Expediting Replacement Parts
- ❑ Containment / Inventory Control Limited - Repeat Defects
- ❑ Ineffective Corrective Actions: “Talked to Operator...” etc.
- ❑ Don’t install Permanent Fixes to Producing Process
- ❑ Don’t focus on vital few - Pareto Ranked Defects
- ❑ System - variable entry, manual forms, missing links
- ❑ Unclear Supplier Specifications - Lack Quality Plans

Example Process

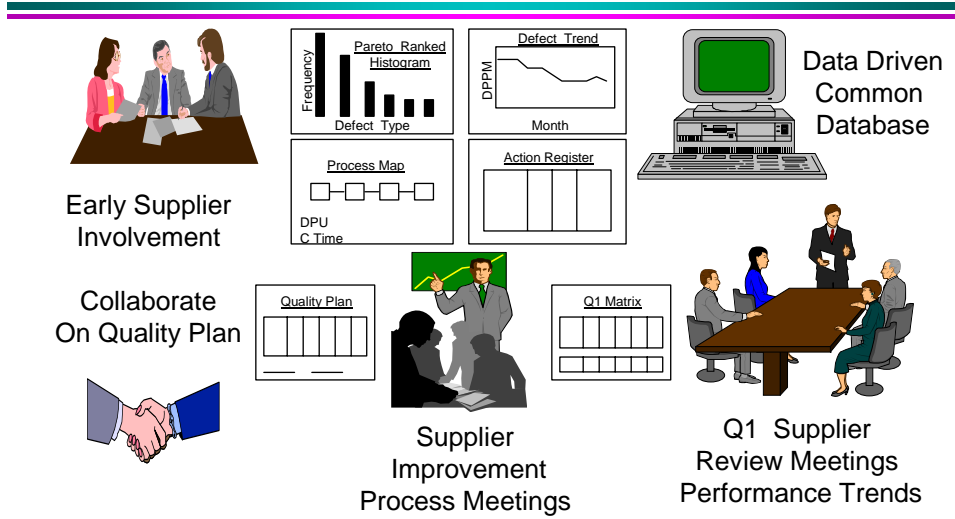


Proposed Corrective Action Process



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Supplier Involvement



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