

	ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director		
PROCEDURE TITLE:	DOCUMENT NUMBER: ISO_8-51	REVISION LEVEL: Final Draft	REVISION DATE: 04/07/2009	Approval: Managing Director
Continual Improvement				

Purpose/Scope:

This procedure describes the system used for driving continuous improvement.

Responsibility:

The WCRC Managing Director and Department Directors are responsible for providing direction for continuous improvement based on indicators of performance.

All WCRC employees are responsible for contributing and supporting assigned continuous improvement initiatives.

ISO 9001:2008 Reference: 8.5.1 - Continual Improvement

Procedure:

- 1.0 Direction and themes for continuous improvement are established during the Management Review process ISO 5.6. Specific goals, objectives, priorities, and action for continuous improvement are established during Business Planning ISO 5.4.
- 2.0 Sources used for identifying opportunities include the following:
 - A. Board of Road Commissioners
 - B. Management Representatives
 - C. Employees
 - D. Customers
 - E. Complaints
 - F. Internal & External Audits
 - G. Corrective and Preventive Actions
 - H. Safety Data
- 3.0 Each department is responsible for identifying improvement objectives within their respective areas. Specific improvement activity tasks will be assigned to a leader and will include specific objectives and time lines incorporated into business action plans.
- 4.0 Continuous improvement plans will be monitored and tracked along with the overall business plan objectives.
- 5.0 Improvement ideas that are basic or obvious may be implemented without further planning or documentation after discussion and approval at the appropriate level.



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- 6.0 When projects are completed results are quantified as appropriate. Brief summaries of the project results and lessons learned are documented and retained for future reference.

- 7.0 The affected processes will be monitored and a follow up review shall be performed to validate the improvements have been realized. If necessary the original project leader or other designated person will intervene if results are not realized.