 ISO 9001-2008 PROCEDURE	PROCESS OWNER Managing Director			
PROCEDURE TITLE: Corrective and Preventive Action	DOCUMENT NUMBER: ISO_8-52	REVISION LEVEL: Final Draft	REVISION DATE: 4/27/09	Approval: Managing Director

Purpose/Scope:

This procedure defines how corrective action is taken to address internal and external (customer complaints) concerns.


Responsibility:

All Washtenaw County Road Commission (WCRC) employees, Supervisors and Department Directors are responsible for reporting situations or issues that are perceived to require corrective action. Directors are responsible for overseeing the investigation, resolution and follow up for all corrective actions pertaining to their respective areas.

ISO 9001:2008 Reference: 8.5.2, 8.5.3 - Corrective Action and Preventive Action

Procedure:

- 1.0 When a customer complaint or internally identified problem is discovered, it is communicated by the person receiving the complaint to their direct supervisor. The responsible person will log the complaint in the Precision Service Request module.
- 2.0 An initial investigation is conducted to learn more about the nature of the problem. If necessary, information regarding the problem is documented.
- 3.0 If an initial investigation indicates a need for further action, a WCRC representative is assigned to investigate the problem and identify the root cause.
- 4.0 A Service Request is forwarded to the appropriate supervisor. The person assigned to investigate retains a copy of the report.
- 5.0 When appropriate, containment action is taken by notifying other construction site personnel so that the problem does not continue.
- 6.0 The responsible manager or supervisor will determine if there are other construction sites or departments where potential exists for the same problem so that the appropriate personnel can be alerted. If the problem exists at other sites, the respective project managers are responsible for reporting existence of the problem.
- 7.0 The assigned WCRC representative will oversee the investigation and report findings. Upon agreement of the root cause and responsibility for the problem, appropriate action is taken.
- 8.0 The completed Service Request report is forwarded to the responsible manager and the Quality System Representative. The manager's signature on the report indicates agreement that the actions taken, both corrective and preventive are considered effective.
- 9.0 The Service Request report is given to the Quality System Management Representative. The closed date is noted, the report is filed in a CLOSED file.

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Preventive Action

- 1.0 Upon completion of corrective actions, efforts should be made to identify areas or processes where the same or similar problem might occur. Preventive action shall be taken in situations where the same or similar problem might occur (e.g., other construction sites, related processes or departments). Preventive action shall also be considered when previously implemented corrective actions have been ineffective and problems repeat themselves.
- 2.0 Opportunities should be identified where the solution applied to a particular problem could be extended to other processes and areas as appropriate to prevent the same or similar problem.
- 3.0 To support preventive action, data from the customer complaint or problem log are tracked and reported monthly. The total number of complaints and problems are trended and complaint or defect categories are recorded.
- 4.0 These data are used to identify trends in recurring or chronic problems that may require further action.
- 5.0 When preventive actions are identified, they are assigned to the appropriate personnel for implementation. Preventive actions are documented on a Corrective Action report.
- 6.0 Information relative to corrective and preventive actions including process changes are reviewed by management (refer to ISO 5.6).
- 7.0 Documented policies, procedures or work instructions affected by process changes resulting from problem solving activities are revised to reflect such changes (Refer to ISO 4.2.3).