



## Commercial, LLC

COATINGS - SEALANTS - VWC - EPOXY SYSTEMS

# QC1019– Corrective Action

## Quality Control / Standard Operating Procedure

### 1.0 PURPOSE

To ensure that nonconformances are corrected and preventative measures are put into place to prevent the nonconformance from recurring. To provide an effective means for communicating safety concerns or violations to QC management and all team leads, as well as to QC's customers when appropriate.

### 2.0 SCOPE

QC employees, regardless of position or rank within the company, shall verbally report any and all major nonconformances as they relate to worksite safety, process, or general operations that could potentially cause injury to an employee or adversely impact the financial stability of the company by way of property damage, unanticipated work stoppages, or non-compensated rework obligations. When the nonconformance is deemed to be major, a corrective action form will be initiated by the crew leader or supervisor. The corrective action form will be used as the vehicle to investigate, identify, and ultimately resolve the root cause of the problem or deficiency.

### 3.0 REFERENCES

3.1	QC1006-x	Job Hazard Assessment
3.2	QC1007-x	Employee Training and Qualification
3.3	QC1011-x	Job Safety Analysis
3.4	QC1020-x	Inspections
3.5	F1019-x	Corrective Action Report

### 4.0 PROCEDURE

- 4.1 Any incident that involves personal injury or property damage shall be considered a major nonconformance. Any deviation from a standard process that will, if not immediately corrected, adversely affect the operations of QC and its work crews shall also be considered a major nonconformance.
- 4.2 When nonconformances are minor in nature and no real threat to safety or operations is imminent, a corrective action or incident investigation is not warranted.
- 4.3 When a nonconformance is observed and could potentially be deemed major, the issue shall be brought to the crew leader or his supervisor immediately. If possible, corrective action shall be implemented immediately upon discovery of the problem. If the appropriate corrective action is not known, the crew leader or supervisor must suspend operations at that specific worksite until an investigation can be performed.



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- 4.4 Corrective action requests can be initiated by internal or external sources, i.e., the customer. In either case, a corrective action form F1019-x will be issued to the supervisor responsible for the work area under investigation. The form will be used to track and communicate the activities associated with identifying and resolving the root cause of the problem or deficiency. It is the supervisor's responsibility to oversee the incident investigation and to ensure proper closure. It is not the supervisor's sole responsibility to investigate the issue. Anyone with knowledge about the incident or has useful input into the root cause or appropriate fix to the problem should be engaged in the investigation.
- 4.5 The corrective action is not considered closed until all parties involved, including the customer when appropriate, are copied on the completed F1019-x form and the corrective/preventive action has been implemented. Corrective active forms are to be filed for one year from the project end date.

## REVISION TABLE

Version	Date	Changes
1	11-02-07	Original Draft

## APPROVAL

QC Commercial, LLC Company	Russ Phillips Print Name	 Signed	11-02-07 Date
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