

JEMISON DEMSEY Internal Audit Process Worksheet

Process Title: QMP 8.11 Corrective & Preventive Action Owner: Steve Busicnki

Process Controlling Documentation: (Procedures, Work Instructions, Control Plans, Work Orders, Specifications, Flowcharts, etc.)

QMP 8.11 Corrective & Preventive Action, SOP #1 Training

Related Process Linkages: (Related processes, parties, who/what else supports the process?)

Sales, Operations, Quality

Process Inputs: (Customer requirements, supplies, materials, schedules, plans, documents, etc.)

Case 9693 (4.0 Applicable Records, 4.1 FIT Case System), Work Order

Process Outputs: (Documents, records, customer requirements, materials, products, services, etc.)

Corrective Action 9693 (4.0 Applicable Records, 4.1 FIT Case System), Arrow Gauge and Flagging OJT Updated

Metrics Used to Determine Process Efficiency: (Key QMS measureables)

Verified global remark was entered on 09/03/15. There were two instances where the corrective action was followed, 09/23/15 and 09/29/15, and documented in the corrective action.

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Audit Evidence / Other Personnel Interviewed	Comments / C=Conforms NC=Nonconforming O=Observation
Global remark reviewed in Stelplan on 09/03/15.	C
Verification of procedure being followed on 09/23/15 and 09/29/15 and documented on the corrective action.	C

Auditor(s): Steven Busicnki

Location/Dept.: Cleveland, Ohio / Quality Date: 11/04/15 Shift:

1. Customer Number..... 9509 Arrow Tru-Line, Inc.
2. Ship-To Number..... 0
3. Remark Type..... P

Customer Remarks	
*****	*****
ALL FINISHED COILS THAT ARE OUTSIDE OF CUSTOMER'S	
SPECS ARE TO BE FLAGGED	
*****	*****
Insert Line 1/99	

Corrective Action**Save** **Cancel****Information****Case#** 9693**Corrective Action Created Date** 8/7/2015**Branch**

CLV

Created By:

Steve Busicnki

Internal/External

External

Assigned Responsibility

Operations

Customer

ARROW TRU-LINE

Has finished goods inventory been checked for this same issue

N/A

Problem Description:**ie.(Who,What,Where,When)**

Coil narrowed in sections toward the ID of the finished coil. Flags were present on finished coils with no description of the problem.

Root Cause of Issue:**ie.(Why)**

During coil startup, camber and oscillation can cause lost trim to occur on outside cuts. We are flagging this, but need to communicate the issue better with customer.

Interim Corrective Action/Containment Plan**Responsible Person**

Bill Hornfeck

Implementation Date

8/7/2015

Interim Plan:

Sales to discuss expectations with the customer and operations will adjust accordingly.

Permanent Corrective Action Plan**Responsible Person**

Randy Richards, Steven Busic

Implementation Date

8/24/2015

Permanent Plan:

A global work instruction remark will be created for all Arrow Tru-Line slit material regarding flagging of coils that are outside of customer specification, but approved to ship. The affected coils will be flagged using an orange tag that includes a description of the issue. This tag will be

Conclusion**Material Disposition**

Audit Verification Date 1

9/23/2015

Verification Outcome 1

Pass

Audit Verification Date 2

9/29/2015

Verification Outcome 2

Pass

Audit Verification Date 3**Verification Outcome 3**

Follow-up needed:

Training completed on 08/24/15.

Flagging to be verified by Quality 3 times during September and documented in this case.

Approval

Complete



Closed



Save

Cancel