

RESP.

TR
QR
Panel

QM

PM

CDIR

QR
PM
CPL

QM
TR
PM

CDIR

Start
from Segregation process / minor deviation

Definitions:

- **Corrective actions** are the actions to eliminate the cause of a defected nonconformity or another undesirable situation:
 - Necessary actions to correct the defective parts (scrap & remake, rework, us as is), and
 - change request to modify either the design of the part, or the way to realize it or both.
- **Preventive actions** are the actions which aim at eliminating the cause of a potential non-conformity or other undesirable potential situation:
 - change request to modify the organisation of the association or consortium, its management processes including PMP
 - investments in new competences and equipments,
 - new suppliers and subcontractors

QR and a specific panel:

- identify the immediate and underlying causes of the non conformity,
- propose corrective actions (scrap and remake, use as is, rework, including decision on segregated items) and change requests if needed,
- evaluate cost, time to implement them, and impact on safety
- complete standard NC report with forecasted corrective actions,
- record the NC on minor NC list.

Documentation:

- Abnormality report becomes standard NC report

Immediate and underlying causes identification

Identification of corrective actions

Impact analysis:
▪ cost
▪ schedule
▪ safety

no
QM validation?

yes

no
Impact on supplier?

yes

Negotiation with supplier

Documentation:

- Letter agreement between supplier and CRPP/Consortium

no
CDIR approval?

yes

▪ Update
▪ NC report & Minor NC List
▪ schedule
▪ budget
▪ Sent NC list update to client

Templates & documentation:

- Minor NC list template →
- Minor NC list
- Standard NC report

Implement corrective actions

▪ Check & record effectiveness of the corrective actions
▪ Report to CDIR

Documentation:

- Standard NC report

no
CDIR approval?

yes

Stop
End of minor NC process, towards Curative action process

Validation of the proposal:

- by QM on quality and process aspects.

Negotiation with supplier according to the importance of the impact

- Conducted by who has ordered with the help of TR, QR and or PM as the case may be
- Objectives : fix who will take in charge what, schedule, eventual penalties, implementation of quality improvement

Approval:

- by CDIR or consortium PL for minor defect

QM with assistance of concerned responsible:

- implements the corrective actions,
- controls and records their efficiency on the standard NC report

Glossary

- ADP, Acceptance Data Package (documentation linked with the deliverable)
- CDIR, CRPP Direction
- COMS, CRPP Quality Management Electronic System
- GL, Group Leader
- CPL, CRPP-Planner
- PM, Project Manager
- PMP, Project Management Plan
- PT, Project team

- QM, Quality Manager of CRPP
- QR, Quality Representative for the project
- RO, Responsible Officer
- SEC, Secretary
- TR, Technical Representative
- WBS, Work Breakdown Structure
- WPC, Work Package Controller
- Approval, validation by client or CDIR
- Review, internal critical presentation to peers & GL
- Validation, internal validation by hierarchy

081022

Rel.	Date	Designation	Author	Checked
0.0.2		Added issue and process on Impact on supplier		
0.0.1	23.10.08	New design common to CRPP & ITERMAG, related to the Abnormality management process	Léonard	
0.0.0	11.04.08	First design for CRPP	Léonard	

MANAGEMENT PROCESS FOR MINOR NON CONFORMITY