

RESP.

TR
OR
Panel

QM

PM

CDIR

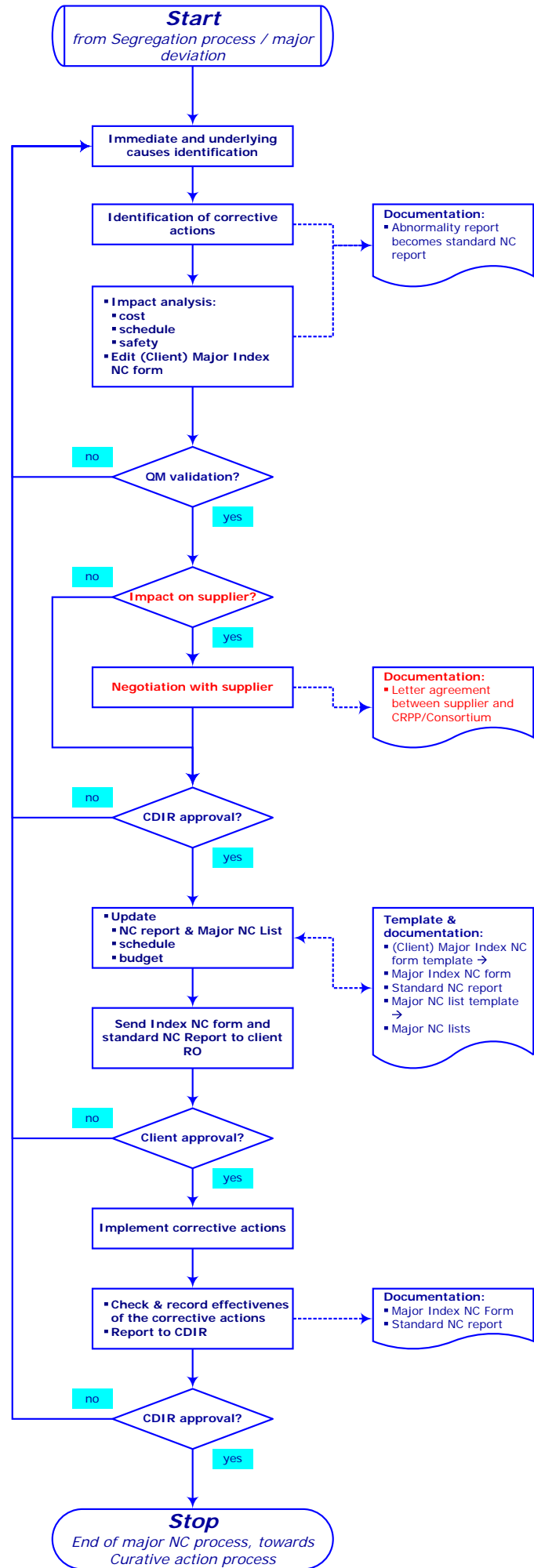
OR
PM
CPL

OR

Client

OR
TR
PM

CDIR



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.

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, OR 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
- CQMS, 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
0.0.1	27.1.08	Added issue and process on Impact on supplier	Léonard	
0.0.0	23.10.08	New design common to CRPP & ITERMAG, related to the Abnormality management process	Léonard	

MANAGEMENT PROCESS FOR MAJOR NON CONFORMITY