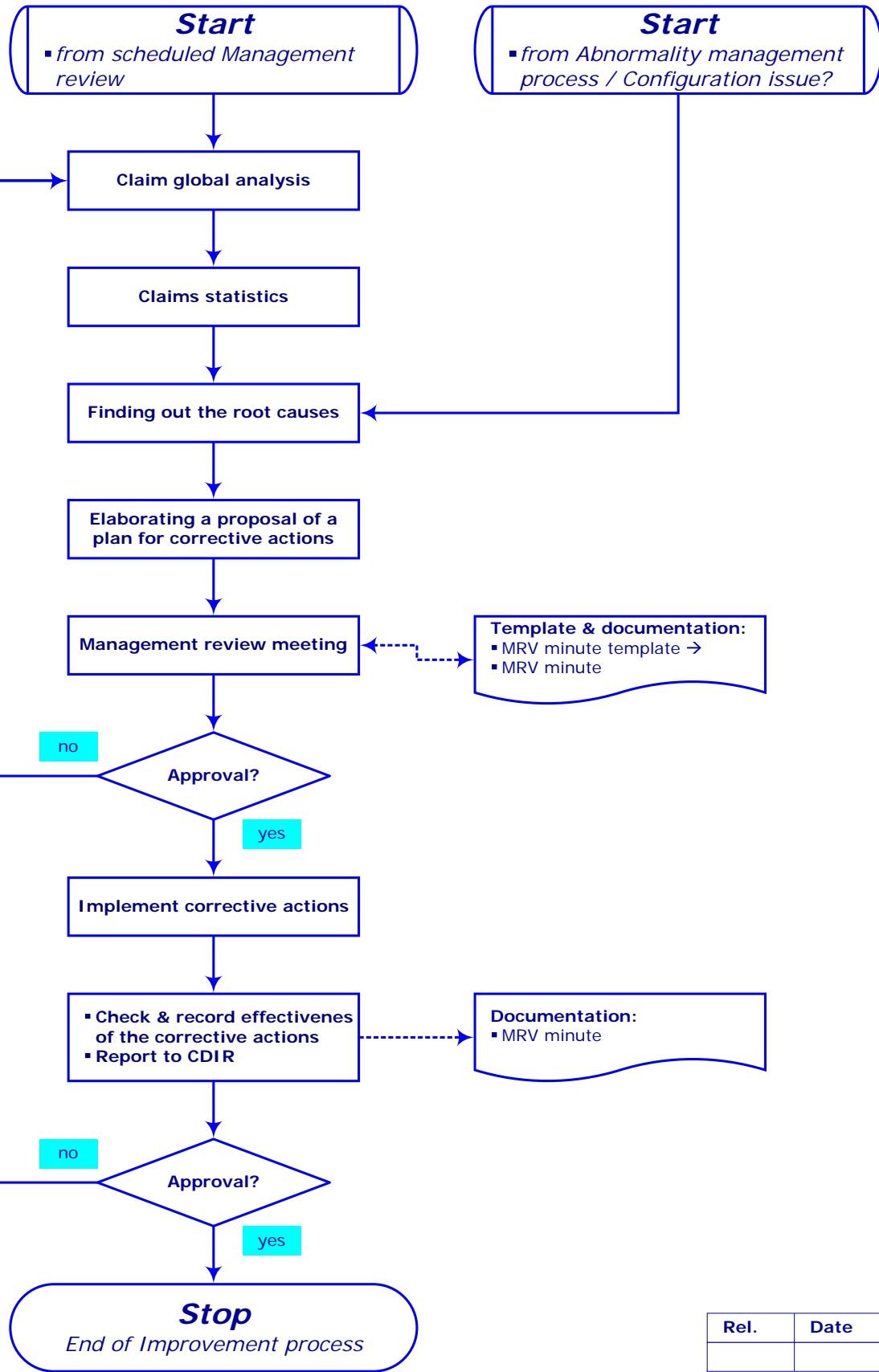


RESP.

QM
 QM
CPL
TR
 CDIR
QM
QRs
PMs
TRs
 QM
PM
QR
TR
 CDIR



Definitions:

- 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

Claim global analysis of the period under review: Record of the all the claims of the period under review:

- abnormality reports
- non conformity reports
- changes request reports
- corrective actions reports
- preventive actions reports
- audit reports
- intervention reports
- acceptance reports

Establishing the claims statistics versus time, per cause or type of claim

- Finding out the possible root causes of the different claims, claim by claim (cause tree, ..)
- Establishing the curative actions
- Establishing a proposal to implement them, cost, schedule, expected results

Meeting with CDIR, QM, QRs, TRs, PMs

- At that stages, the causes come from defective processes or organisation
- Review of the analysis, causes of claims, proposed curative actions, budget, schedule and expected results.
- Decision of the direction : approved, to be modified, rejected
- Minutes of the Management review meeting

- Implement curative actions
- Check of the results
- Report to CDIR
- Eventual loop if necessary

Glossary

- ADP, Acceptance Data Package (documentation linked with the deliverable)
- CDIR, CRPP Direction
- CL, Client, internal, external or both
- QOMS, CRPP Integrated Quality Management System
- 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
- TR, Technical Representative
- WBS, Work Breakdown Structure
- WPC, Work Package Controller
- Approval, validation by client or CDIR
- Review, internal critical presentation to peers
- Validation, internal validation by hierarchy

Rel.	Date	Designation	Author	Checked
0.0.0	081110	First design for CRPP	Léonard	

MANAGEMENT PROCESS FOR IMPROVEMENT (or preventive actions)