



MCA-QP8530

**Previously MCA-P14.2
Revision E
26 February 2002**

**Maintenance Center, Albany
Marine Corps Logistics Base, Albany, GA 31704-0325**

MCA QUALITY PROCEDURE

CODE 881

PREVENTIVE ACTION

SIGNATURE/APPROVAL

The signature and date below indicates approval of this procedure for implementation at the Maintenance Center, Albany.

(Signature on File
S. H. Foreman
Commander, Maintenance Center, Albany

26 February 2002
DATE

CHECK THE MASTER LIST - VERIFY THAT THIS IS THE CORRECT VERSION BEFORE USE

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DOCUMENT HISTORY LOG

Status (Baseline/Revision/ Canceled)	Document Revision	Effective Date	Description
Baseline		7 Dec 98	
Revision	A	8 Feb 00	Rewrite per reference: QS-99-006-36
Revision	B	5 June 00	Chgs due to Management Working Group
Revision	C	16 Oct 00	Chgs due to Management Working Group
Revision	D	21 Feb 01	Rev due to AMC-021 Corrective Action; revision to Section 4.
Revision	E	26 Feb 02	Transition from ISO 9002:1994 to 9001:2000

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PREVENTIVE ACTION

1. SCOPE.

1.1 Scope. This Maintenance Center, Albany (MCA) Quality Procedure (MQP) documents the general preventive action activities required to support continual improvements.

1.2 Purpose. The purpose of this procedure is to eliminate causes of potential non-conformances of products and services. The requirements in this procedure are intended to assure that organizations implement a proactive approach to review and analyze related information.

1.3 Applicability. This procedure is applicable to all MCA organizational elements.

2. APPLICABLE DOCUMENTS.

MCQM1000	Maintenance Centers Quality Manual
Base Order 12450.2	Evaluation and Processing of Beneficial Suggestions
MCA-QI8530-EN2000	Processing/Evaluations of Beneficial Suggestions

See ISO MCA ISO WEB page for applicable documents.

3. DEFINITIONS.

See MCA-QP5500 Appendix A for definitions.

4. PROCEDURE.

4.1 General.

4.1.1 Systematic and continuing analysis of quality data shall be conducted in order to eliminate potential sources of nonconformance. All MCA personnel are responsible for identifying product and process nonconformance to support Management in establishing product and process improvement and/or re-engineering. All Departments shall take a proactive approach to review and analyze related data and initiate preventive actions as appropriate to implement continual improvement. When trends are identified, the cognizant Department shall take appropriate action required to improve the product or process to eliminate the nonconformance.

4.1.2 Preventive actions taken will be based on the analysis of appropriate data, to detect trends and to identify causes that may result in future nonconformances. Such data sources may include, but are not limited to product nonconformance, potential cost variance due to aggressive job estimates, customer complaints (PQDRs), Corrective Action Requests (CARs), Quality Inspection Reports (QIRs), Beneficial Suggestions and internal/external audit results.

4.1.3 The Management Representative shall be responsible for coordinating potential preventive actions and reporting significant preventive actions (e.g., preventive actions that are cost effective and/or have a major impact on product or process quality) to Management at the MCA ISO Management Review Meetings.

4.2 The following actions shall be taken by the assigned actionee to ensure preventive actions are implemented, when necessary or when required, as a result of identification of trends and recurrences of nonconformances:

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4.2.1 Business/Trades Departments/Auditors. Document and collect data, e.g., CARs, QIRs, PQDRs, and Internal/External Audit Results review and analyze data for product, process, and system enhancements and opportunities for improvement.

4.2.2 All Departments. Evaluate the need and identify and implement preventive action measures where feasible. Suggestions may be submitted using OPNNAV 5305/1.

4.2.2.1 Forward copies of documented preventive actions, other than Beneficial Suggestions, to the Quality Office for inclusion in the ISO Management Review.

4.2.3 Engineering Department. Process and evaluate beneficial suggestions. Upon approval, implementation shall occur in the form of a written process, Engineering Process Instruction (EPI) etc. such that a policy or practice will officially be put in place to conduct work in accordance with the approved suggestion in order to realize associated savings, benefits and enhance preventive action.

4.2.4 Business Department/Quality Office. Identify and document trends. Assist Engineering in investigations as required

4.2.5 Business Department. Report documented corrective and preventive actions via MCA ISO Management Review Meetings and maintain status via the CARLOG Database

5. NOTES. None.

6. DATA, FORMS AND REPORTS.

6.1 OPNAV 5305/1 Department of the Navy Suggestion Form (Beneficial Suggestion)

6.2 Quality Form 603-2 Corrective Action Request (CAR)

6.3 SF368 Product Quality Deficiency Report (PQDR)

7. QUALITY RECORDS. Quality records shall be maintained in accordance with MCA-QI4230-BN4000.

Documented Preventive Action Data

Storage Location:	Quality Office
Indexing:	Alpha/numeric
Access:	Anybody
Filing:	As generated
Storage Medium:	Paper, Electronic
Maintenance:	Binder in bookshelf, Database
Disposition:	Recycle
Retention:	3 years

8. FLOW DIAGRAM. None