



CORRECTIVE ACTION PROCEDURE (PRM-P005)

Clarksville-Montgomery County School System

1.0 SCOPE:

- 1.1 This procedure outlines the process followed when a Corrective Action is received by CMCSS Process Management Department.

The on-line version of the procedure is official. Therefore, all printed versions are unofficial copies.

2.0 RESPONSIBILITY:

- 2.1 Management Review Team
- 2.2 Management Representative
- 2.3 Process Management Coordinator

3.0 APPROVAL AUTHORITY:

- 3.1 Management Representative

4.0 DEFINITIONS:

- 4.1 Correction: Action taken to eliminate an occurrence/problem that may or may not happen again. A correction may or may not have a root cause or need an implementation plan. These actions will be tracked and if need be will become a corrective action or preventive action.
- 4.2 Corrective Action: Action to eliminate the cause of a detected nonconformity, by stating the root cause, solution and implementation of the solution.
- 4.3 Preventive Action: Action taken when a process does not operate as effectively as it could. The process might affect the quality of service, it may have been subjected to a number of corrective actions or it has not been examined for a long period of time.
- 4.4 Requestor: Stakeholder of Clarksville-Montgomery County School System requesting a process correction.
- 4.5 Problem Solver(s): The individual(s) identified as being responsible and having the authority for taking action to eliminate the cause of the issues identified.
- 4.6 Problem Owner(s): The individual(s) identified as being the owner(s) of the process.
- 4.7 PRM: Process Management System
- 4.8 Management Review Team (MRT): Director of Schools, Management Representative and representatives from each major support area to include: Finance, Human Resources, Operations, Information Systems, Instruction and Communications
- 4.9 Stakeholders: students, parents, staff, community
- 4.10 RCC: Root Cause Committee, a committee comprised of MRT members on a rotating schedule to review root causes submitted by the problems solvers for corrective actions.

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Problems may be identified by stakeholders of the Clarksville-Montgomery County School System. These identified problems may be the result of a parent concern, a process that is not working or one that could work more effectively, a failed service or discrepant material from a vendor. If the concern involves services or products please use Nonconforming Products and/or Services ([PUR-F009](#)). Concerns not appropriate to this process include individual personnel and contractual issues.

5.0 PROCEDURE:

- 5.1 Process Management Coordinator receives a Corrective Action Request (CAR) ([PRM-F005](#)).
- 5.2 Management Representative/Process Management Coordinator determines if the request is a Correction or a Corrective Action (see definitions).
- 5.3 Process Management Coordinator assigns a control number, logs the CAR/Correction and files a copy.
- 5.4 The PRM department forwards CAR/Correction to the Problem Owner to be addressed.
 - 5.4.1 CAR is forwarded to RCC for reference.
- 5.5 Problem Owner identifies Problem Solver and notifies Process Management Coordinator.
- 5.6 The problem solver assigned by the problem owner investigates the CAR/Correction completes the form and forwards to PRM Office within ten working days.
- 5.7 CAR response is forwarded to the RCC for review.
 - 5.7.1 If further discussion with problem solver is deemed necessary, contact is made, concern discussed/resolved, PRM office is notified.
- 5.8 PRM department logs the resolution and forwards the response to requestor.
 - 5.8.1 CAR is closed upon implementation of CAR plan and/or after follow-up with requestor.
- 5.9 The MRT reviews Correction Action Requests/Corrections for trends. The Management Representative/designee appoints an MRT member to assign a work team for further preventive action, if necessary ([PRM-P003](#)).

6.0 ASSOCIATED DOCUMENTS:

- 6.1 Corrective Action Request ([PRM-F005](#))
- 6.2 Corrective Action Log (PRM-F010)
- 6.3 Nonconforming Products and/or Services ([PUR-F009](#))
- 6.4 Preventive Action Procedure ([PRM-P003](#))



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7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Corrective Action Request & Process Correction Form	Hard Copy, PRM files	Indefinitely (used for tracking)	Permanent	None Required
Corrective Action Log	Computer	Perpetual	Archive	Back up on server

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
12/13/02		Initial Release
3/13/03	A	Add 4.5
10/28/04	B	Add 4.1 and 4.7, renumber definitions, change employee to stakeholder throughout procedure
4/16/07	C	Update 4.1, revise procedure to include correction, anonymity choice, and nonconforming products and/or services, update retention table and flowchart
5/28/08	D	Change scope, remove anonymity reference throughout procedure and add root cause committee, update flowchart

9.0 FLOWCHART:

9.1 A flowchart detailing this process can be found in "Exhibit A" of this procedure.

***** End of procedure *****

