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Title: Quality Improvement form			

CONSTANT IMPROVEMENT IS A WAY OF LIFE

Complaints, deficiencies, defects, non-conformances, etc all have negative implications. Sometimes you find you are doing something quite well but there is a better way to do it. So you reach for the "Preventative Action Request" or something. How much better in one company where staff use an "Opportunity For Improvement Form". And you get a better feeling about it.

WHO CAN USE THIS FORM Anyone can initiate this form and must particularly do so for serious or recurring events.

NOT SURE? If you are not sure what to do at any time, talk to your Manager or the Quality Manager

HOW TO USE THE FORM

1. Please keep one matter per form and refer to other related matters so they can be found
2. Attach any relevant information and documents (number each page with the number of this form)
3. It is OK to refer to documentation PROVIDED IT CAN ALWAYS BE FOUND IN YOUR LOCATION.
4. You do not need, for example, to attach copies of controlled documents/procedures.
5. Everything you and other people do or decide should be properly recorded so that others can follow who did what
6. Everyone involved is responsible to ensure that improvements where required are dealt with promptly.

STEPS

7. Collect any documentation or information relevant to the matter
8. Describe
 - a. The error or opportunity for improvement along with the suggested cause(s)
 - b. The immediate action needed - if you can't (or think you don't have authority) refer to someone who does
 - c. Your suggestions for longer term action
9. Sign the form and ask your Supervisor to also sign to verify what you have done or suggested
10. Yellow copy will form a header page for a work file which will at all stages have all documentation memos etc

- a. ATTACHED
- b. RECORDED on yellow copy
- c. USED by you or passed to individual or teams who can help FOR COMPUTER OPPORTUNITIES, THE WORK FILE IS ALWAYS SENT TO QUALITY MANAGER.

11. ATTACHMENTS MUST ALWAYS HAVE

- a. This form's ref number
- b. Extra ID to cross reference it to the yellow copy

12. Green copy is sent to the Quality Manager.

13. Blue copy stays in the book for review by the team responsible

14. Fix it yourself or ask someone else and/or a team to help.

15. All involved should ensure proper records are kept in minutes and in the work file.

16. A regular team meeting in each location is required to

- a. Formally review all improvement forms
- b. make sure they are finalised in a reasonable time.

WHEN THE ISSUE IS IMPROVED

17. The person responsible for final action should complete the yellow copy in the place provided and send to

18. The initiator to sign to show she/he is happy the matter has been fixed to their satisfaction (have this verified) and send to

19. The local team responsible for improvements who should

20. **CONTINUE** to minute all actions & keep it on agenda until final audit complete

21. **Keep** the work file in a ring binder maintained for the purpose

22. **Organise** any retraining required and ensure training records are completed and sent

23. **Arrange** an audit of the final action taken after it has been in place for a practical time (no more than 30 days)

24. **Review** the audit results and initiate any further action as a separate issue

25. **Update** the yellow and blue copies as provided / required

26. **Send** a copy of the final yellow copy to Quality Manager along with audit form

27. **File** after checking, the completed work file sequentially in a binder so it can be easily retrieved for audit purposes

"OPPORTUNITY FOR IMPROVEMENT" Form

Description of customer service error ..opportunity for improvement attached	Pages

Immediate action taken attached	Pages

Longer term action suggested attached	Pages

Initiator	Verified				
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Action taken to prevent recurrence attached	Pages	People involved	Date

Final action taken attached	Pages

Quality Manager only:					
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<input type="checkbox"/> Complete	Verified (Initiator)
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Audit ref					Confirmation team meeting date			
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