VM3COP10.01 Preventative Actions

Preventative actions are identified via,

- Intrastats self monitoring, and automatic issues.
- Constant reviews of customer complaints and feedback meetings / issues.
- Regular reviews of non conformances.
- Employee suggestions – via the logged issues systems.
- Purchase reviews, returns reviews.
- Analysis of data reviews.
- Sales warnings reviews.
- Post Market Surveillance on products.

All Issues Identified should be logged in the Issue system under the appropriate meeting agenda header.

Any action taken or decision of action to be taken should be logged inside the Issue created.

As per the normal Issue system Only the person whom identified the Preventative action required is able to fully close the Issue once its been completed. Or It can be completed of while holding a full meeting.

Computer systems are the central core of most Preventative Actions.

Not limited to:

Stock Processing,
Digital training records, work out if an employee can be allocated a Production job, Perform Q.A unless they have been trained and signed off.

Document updates.
Documents are digitally linked to processes and training records, Many processes are halted before they can begin unless the operator is both trained and read the latest version of any relevant documentation.

Contract Review.
Prices in the Top end accounts package (used by accountants for yearly figures). Stores the main databases of prices for products. These are then automatically fed into the main Intrastats systems. Quotations, Orders Invoices, Price lists, and digital report screens all refer to the main table so there are no consistences.
Orders are Entered into opera, The Order is flagged as unchecked until the order number has pass through the intrastats checking system comparing the entered data to the customer paperwork, Checked by another member of staff is this is a Human Vulnerable point. Order Picking department

picks by barcode, where the computer checks the product:

If it needs QA – Has it Been Qa'ed
Is the Item Sellable
Has the stock expired
Is the Item on the Customers Order
Have enough items been scanned
Have Too many items been scanned.
Has the order been checked

Invoices produced by Opera accounts package direct from the in-putted order. Invoices then PDF back to the system. Sending of Orders is via Email direct to users via the send invoices procedure.

By reviewing users requests, the non-conformance reviews, and the weekly rolling tasks/audits reviews more ways of preventing unwanted outcomes are added to the system.

Picking List screen is digital and reviewed by both the Warehouse and the Office constantly / daily, check which orders can be picked, which customers orders cannot be picked, and when the customer was last informed of the status of their order.

Any customer change of requirements in the office, will flag up on the picking screen so the Order can be stopped if required at the latest possible moment.

Purchase Orders:

All items ordered are ordered by part number and pre agreed supplier reference codes, so no confusion on purchase order requests/specifications.

Barcode Tracking:

All items including Customer repairs, are tracked Via a Barcode system, Each barcode is tracked as it get processed through the building. Barcode is aware of if its a component of a bigger item, if its requires QA / further processing before being ready for sale, the barcode will stop the item being picked for orders if it does not match the order or is not ready for sale.
Failed QA Barcodes get flagged on Monthly reports, so Percentages of failures of types of item can be calculated – to potentially prevent other non conformities in other items, and where the items are.

Software Validation

Rolling issues to test the above functions. e.g. System asks an Office user to attempt to QA an Item of Stock. And they validate the system telling them they need training.

See Intrastats Amendment log for Complete History of changes.