

Preventive and Corrective Actions

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CORRECTIVE ACTION PROCESS



DEFINITION

- Corrective actions are procedures followed when non-conforming work or departures from the procedures in the quality system or technical operations have been identified

SELECTION AND IMPLEMENTATION

- Involves: Implementation of the action most likely to eliminate the problem and prevent recurrence
- Variations to the defined norm, or alarming and unforeseen circumstances should be clearly documented, dated and signed
- When corrective action is taken, ensure that the quality of work is not compromised in any way
- Should be reviewed by senior management and Quality manager

THE 5 "W" s

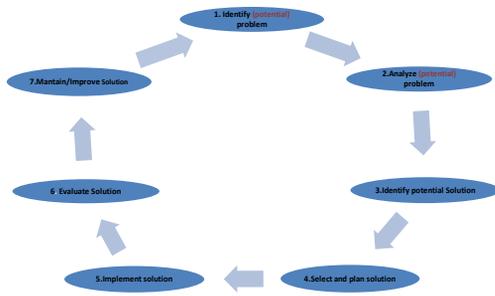
- **WHO:**
 - Who were the people involved?
 - Who conducted the testing?
 - Who performed the corrective action?
 - Who was notified?
- **WHY:** Why is corrective action necessary?
- **WHAT:** What action has been taken?
- **WHERE:** Where did these events occur?
- **WHEN:** When did the event occur?

Training
Required? }

MONITORING OF CORRECTIVE ACTIONS: CAUSE ANALYSIS

- Cause analysis is the key and sometimes the most difficult part in the corrective action procedure
- Cause is not obvious and thus a careful analysis of all potential causes of the problem is required
- Sites need to monitor the subsequent output to ensure effective corrective action taken:
 - Involves reviewing all corrective actions collectively at regular intervals to identify key problem areas e.g. may be necessary to replace instrumentation or additional staff training may be required

TREATMENT OF NON-CONFORMITIES



PREVENTIVE ACTION

- Data from internal audits, monitoring, and other appropriate sources is used to identify the actions needed to eliminate the causes of **potential problems** leading to an occurrence.
- Investigating and eliminating the root cause of potential failures is a critical part of the continual improvement process.

COMPLETION OF RECORDS

- **THIS IS BY FAR THE WEAKEST LINK IN THE CYCLE OF THE CORRECTIVE ACTION PROCESS AND ONE OF THE MOST IMPORTANT AREAS!**

**ALWAYS REMEMBER:
YOU HAVE ONLY SUCCEEDED IN YOUR
CORRECTIVE ACTION WHEN THE ROOT CAUSE
OF THE PROBLEM HAS BEEN ELIMINATED!!**