1.0   Purpose/Scope

1.1   The purpose of this procedure is to establish a process for improvement and continual improvement at ACCES I/O Products.

1.2   The procedure applies to the QMS processes where improvement actions are required to meet customer requirements and enhance customer satisfaction.

2.0   Responsibilities and Authorities

2.1   The Quality Manager has the prime responsibility and approval authority for this procedure.

2.2   In support of the Quality Manager, the Quality Team is responsible for identifying the opportunities for continual improvement.

3.0   References and Definitions

3.1   References

    3.1.1 This document relates to clause 10.1, Improvement and clause 10.3, Continual improvement, of the ISO 9001:2015 standard.

    3.1.2 QM 001 Quality Manual

3.2   Definition

    3.2.1 Continual improvement: Recurring activity to enhance performance.

4.0   Resources

4.1   None

5.0   Instructions

5.1   In support of the procedure P 910-001 for Monitoring, measurement, analysis, and evaluation, this procedure addresses improvement.

5.2   The Quality Manager determines and selects opportunities for improvement and takes actions to meet customer requirements and enhance customer satisfaction.

    5.2.1 These takes into consideration the improvement in:

        • Products and services to meet requirements and address future needs and expectations,

- Correcting, preventing or reducing undesired effects,

- Performance and effectiveness of the QMS.

5.2.2 Improvement is effected reactively through corrective action, incrementally as continual improvement, by step change with breakthrough, creatively with innovation or by re-organization.

5.3 The Quality Manager determines and selects opportunities to continually improve the suitability, adequacy, and effectiveness of the QMS.

5.3.1 To determine the needs and opportunities to be addressed as part of continual improvement, consideration is given to the results of analysis and evaluation with procedure P 910-001 and the outputs from management review with procedure P 930-001.

5.4 Analysis of data for continual improvement.

5.4.1 The analysis of data is accomplished using established procedures and records that form an integral part of the QMS.

- The records are available, controlled and retained with the procedure P 750-001 for Control of documented information.

5.4.2 Additional data and information may be generated with the development of the details on Data Analysis Worksheet, F 1010-001.

- The worksheet makes use of the data available from the applicable forms and reports completed during operating the QMS. The records for analysis include:

  o F 610-001, Risk and Opportunity Worksheet,

5.4.3 The ISO Management Representative is responsible to prepare a work up of the worksheet prior to each management review

- The analysis worksheet is also used to identify the potential continual improvement opportunities where cost / benefit, justifications, resources required and decision to implement are considered.

5.5 The ISO Management Representative is on alert for problem solving techniques that may be used to identify problems and offer potential solutions to improve the QMS.

6.0 Forms and Documented Information

6.1 Forms

    6.1.1 F 610-001 Risk and Opportunity Worksheet

    6.1.2 F 1010-001 Data analysis worksheet

6.2   Documented information / Related processes

    6.2.1 P 600-001 Planning for the Quality management system

    6.2.2 P 750-001 Control of documented information

    6.2.3 P 910-001 Monitoring, measuring, analysis and evaluation

    6.2.4 P 930-001 Management review.

7.0   Opportunities and Risks

7.1   The planning procedure P 600-001 for Planning for the Quality management system addresses opportunities and risks (risk-based thinking).

7.2   ACCES I/O has identified the following risks and mitigation to those risks:

Potential Risks:

1) Records for analysis are not available

2) Opportunities for improvement are not identified

Risk Mitigation

1) Conduct training to this procedure and other related procedures and verify effectivity of training

2) Ensure all personnel are trained and understand the importance of continuous improvement.

8.0   Revision History

Rev	Date	Section	Paragraph	Summary of change	Authorized by
A	02/13/17			Initial issue	*SMason*