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# CORRECTIVE ACTION PROCEDURE (PMS-P005)

WENATCHEE SCHOOL DISTRICT

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## 1.0 SCOPE:

- 1.1 This outlines the procedure anyone (employee, student, community member, internal auditor, etc.) may follow if that individual feels that a corrective action is needed within the Wenatchee School District.

**The online version of this procedure is official; therefore, all printed versions are unofficial copies.**

## 2.0 RESPONSIBILITY:

- 2.1 Operational Improvement Team, Operational Director Team, Executive Director of Student & Support Services

## 3.0 APPROVAL AUTHORITY:

- 3.1 Executive Director of Student & Support Services or ISO Coordinator

## 4.0 DEFINITIONS:

- 4.1 Requestor – Anyone (employee, student, community member, internal auditor, etc.) may request corrective action.
- 4.2 Responsible Person(s) – The individual(s) identified as being responsible and having the authority to eliminate the cause of the issues identified in the corrective action.
- 4.3 Corrective Action – Any one of a number of actions that may be taken to correct a problem within the system. Types of corrective actions include the following: Process Corrections, Internal Audit Corrections, Remedial Actions, Preventative Actions, Work Orders, and Customer Concerns.
- 4.4 FBDB: Feedback Center Database – An electronic database that contains all customer feedback submitted in the system. It is a searchable database that accepts submissions and is used to log all actions made by OIT and other actions pertinent to any submission. It acts as a permanent record that is also used to analyze trends and generate statistical data use to help improve the overall system.
  - 4.4.1 **Process Correction** – A corrective action that may require a root cause analysis and an action plan to correct the process. The process may or may not be a written procedure, but is important to correct due to that it is currently or has the potential to cause serious implications such as; creating a liability situation for the district, causing rework, is a poor use of district resources and assets or that it may affect multiple departments. Analysis of the problem will be the basis for the development of an action plan, which is intended to eliminate the problem and prevent reoccurrence.
  - 4.4.2 **Internal Audit Correction** – A correction initiated because of an internal audit finding. See PMS-P004.
  - 4.4.3 **Remedial Action** – A corrective action that is used when a stopgap solution is needed. This may be used until there is time for deeper analysis of the problem or as a complete solution to a problem that is isolated or simplistic in nature and does not necessarily require a process correction.

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- 4.4.4 **Preventative Action** – See PMS-P006. (Operational Directors and Operational Improvement Team (formerly Management Review Team)).
- 4.4.5 **Work Order** – A corrective action that requires some sort of building or equipment maintenance or repair. If a corrective action of this type is identified, it will be logged for future trend analysis and may be routed back to the initiator for submittal through the district work order system. See MNO-P001.
- 4.4.6 **Customer question, complaint, comment or concern** – Comments or questions of any nature that may or may not result in or require some sort of action or response. Requests that are identified as a customer concerns will be addressed as necessary and then logged in the FBDB for future trend analysis.

### **5.0 PROCEDURE**

- 5.1 Anyone (employee, student, community member or internal auditor) may identify problems. These problems may involve work processes, customer service complaints, questions or concerns or observance of inefficient use of resources. Problems not appropriate to this process include personnel and contractual issues.
  - 5.1.1 The requestor who has identified a problem is always encouraged to first contact the appropriate department head or individual who is most likely to resolve the problem. The individual may also submit their issue to the WSD Feedback Center (linked from the district homepage). Through this electronic system their request will go the attention of the Operational Improvement Team (referred to in the rest of this document as “OIT”).
- 5.2 The Corrective Action Request (referred to in the rest of this document as “CAR”) will come to the attention of the ISO coordinator. The ISO coordinator acknowledges the receipt of the CAR by responding to the requestor via email or phone. He will then forward the issue to the attention of the district leader(s) most likely to be responsible to address the issue.
- 5.3 It may also be brought before the OIT at its next scheduled meeting. OIT will review the submissions and may discuss, troubleshoot, check the status of or take other actions, as it deems appropriate. All discussion and actions that occur at OIT meetings are logged in the Feedback Center Database for future reference.
- 5.4 The person to whom the CAR was routed will take one or more of the following actions:
  - 5.4.1 Work order – Requestor is directed to submit work orders through the M&O Work Order System. See MNO-P001.
  - 5.4.2 Customer question, complaint, comment or concern – If the requestor identifies themselves, an email will be sent to the individual notifying them that their submission was received and that they may be contacted by district leadership to clarify, question address the concern depending on the nature of the submission.
  - 5.4.3 Remedial action – The responsible person(s) is/are assigned to determine the cause of the problem and devise a plan of action that will correct the problem.

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(This is used when a stopgap solution is needed or when the problem is simplistic in nature.)

- 5.4.4 Process correction – The responsible person is assigned the CAR and does the following to correct the process:
- a. Determines the root cause of the problem and devises a plan of action that will correct the procedure.
  - b. The responsible person(s) then responds to the requestor and implements a plan of action to correct the problem and their resulting actions are logged in the Feedback Center Database (FBDB). The OIT will review the corrections at their regularly scheduled meetings (see PMS-P002). They may question or test the correction or close the CAR as completed or leave it flagged or open for future review. Items regarding on-going meetings or communication from a number of responsible individuals, those notes, emails etc. will be date stamped and logged in the FBDB

5.5 The OIT will take the following action at its regularly scheduled meetings:

5.6 All open CAR's will be reviewed at each meeting. OIT will verify that progress is being made on open CAR's and will confirm or test those that have already been addressed or implemented and that acceptable outcome has been achieved. In those situations where actions have been taken to remedy a problem but an immediate acceptable resolution is not apparent, these will be flagged in the data base for continued follow up by OIT until it can be verified that the correction was sufficient. OIT will also communicate with the parties responsible for open or unresolved corrections in the system that seem to not be making progress for status updates.

5.7 Analyze the FBDB for trends that may require preventive action. See PMS-P006.

### **6.0 Associated Documents:**

6.1 FBDB – Electronic Feedback Center Database

### **7.0 Record Retention Table**

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
FBDB - Electronic Database Records	Computerized Database	Three Years	Do not discard	Computerized data backup

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### **8.0 Record Retention Table**

<u>Date</u>	<u>Revision</u>	<u>History</u>
03-Oct-01	A	Original Release
29-Jan-02	B	Procedure and referenced form updated to streamline the process to insure the effectiveness of the system. Removed flow chart since it was repetitive.
20-Dec-02	C	Procedure and referenced forms updated and new details added to improve effectiveness.
14-Dec-05	D	Reworded 5.3.3 (Remedial Action); deleted previous 5.3.4.b; removed Remedial Action Form from Associated Documents
11-Jan-10	E	Updated Authority titles and rewrote to reflect current practice, including addition of FBDB.

**\*\*\*End of Process\*\*\***