
CORRECTIVE ACTION PROCEDURE (PMS-P005)

WENATCHEE SCHOOL DISTRICT

1.0 SCOPE:

- 1.1 This outlines the procedure any district employee or community member 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 Management Review Team, Assistant Superintendent of Operations, Management Representative

3.0 APPROVAL AUTHORITY:

- 3.1 Assistant Superintendent of Operations, Management Representative

4.0 DEFINITIONS:

- 4.1 Requestor – Any Wenatchee School District employee or stakeholder requesting a 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.
 - 4.3.1 **Process Correction** – A corrective action that may require a root cause analysis and an action plan to correct a work process; this may or may not have a written procedure, but it has system-wide implications. 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.
 - 4.3.2 **Internal Audit Correction** – A correction initiated because of an internal audit finding. See PMS-P004 and PMS-F009.
 - 4.3.3 **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 require a process correction.
 - 4.3.4 **Preventative Action** – See PMS-P006. (This form of corrective action will be generated by MRT based on trend analysis.)
 - 4.3.5 **Work Order** – A corrective action that requires maintenance or repair. If a corrective action of this type is identified, it will be logged for future trend analysis and will be routed back to the initiator for submittal through the district work order system. See MNO-P001.
 - 4.3.6 **Customer Concern** – An action that is initiated when a problem is related to customer service rather than a work process. Requests that are identified as a

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customer concerns will be logged for future trend analysis and routed back to the initiator for submittal through the district's web-based customer survey tool. See PMS-P010.

5.0 PROCEDURE

5.1 Any employee, student, community member or internal auditor may identify problems. These problems may involve work processes, customer service complaints, or 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 file a Corrective Action Request. This can be accomplished by completing the form (PMS-F002) and submitting it to the Corrective Action Review Team (referred to in the rest of this document as "CART").

5.2 The Corrective Action Request (referred to in the rest of this document as "CAR") is submitted to the CART coordinator. The CART coordinator acknowledges the receipt of the CAR by responding to the requestor. The CART reviews the CAR, determines the type of corrective action needed, logs the CAR into the Corrective Action Database (referred to in the rest of this document as "CADB"), and routes it to the responsible person.

5.2.1 If the CAR is identified as a work order or a customer concern, the CART assigns the form a control number and enters the information into the CADB, returns the CAR to the requestor, and forwards a copy to the Document Control Coordinator (referred to in the rest of this document a DCC) for filing.

5.2.2 If the CAR is identified as a Process Correction or Remedial Action, the CART assigns the form a control number and enters the information into the CADB, and forwards the original to the responsible person(s) and a copy to the DCC.

5.3 The person to whom the CAR was routed will take one or more of the following actions:

5.3.1 Work order – Requestor is directed to submit work orders through the M&O Work Order System. See MNO-P001.

5.3.2 Customer concerns – Requestor is directed to communicate concerns via customer survey form on the WSD home page or by phone or e-mail. See PMS-P010.

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

5.3.4 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.

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- b. The responsible person(s) then responds to the requestor with an action plan to correct the procedure and returns the completed CAR to the DCC. The results of this action is logged in the CADB and included in the MRT agenda for review.

5.4 The MRT will take the following action at its regularly scheduled meetings:

5.4.1 Verify that CARs have been implemented and /or steps have been taken to ensure an acceptable outcome, including changes to documented procedures where appropriate.

5.4.2 Analyze the CADB for trends that may require preventive action. See PMS-P006.

6.0 Associated Documents:

6.1 Corrective Action Request Form, PMS-F002

6.2 Other forms as referenced

7.0 Record Retention Table

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Corrective Action Request Form	PDT Files	Three Years	Discard as desired	NA
Corrective Action Request Database	Electronic	Electronic, ongoing	NA	NA

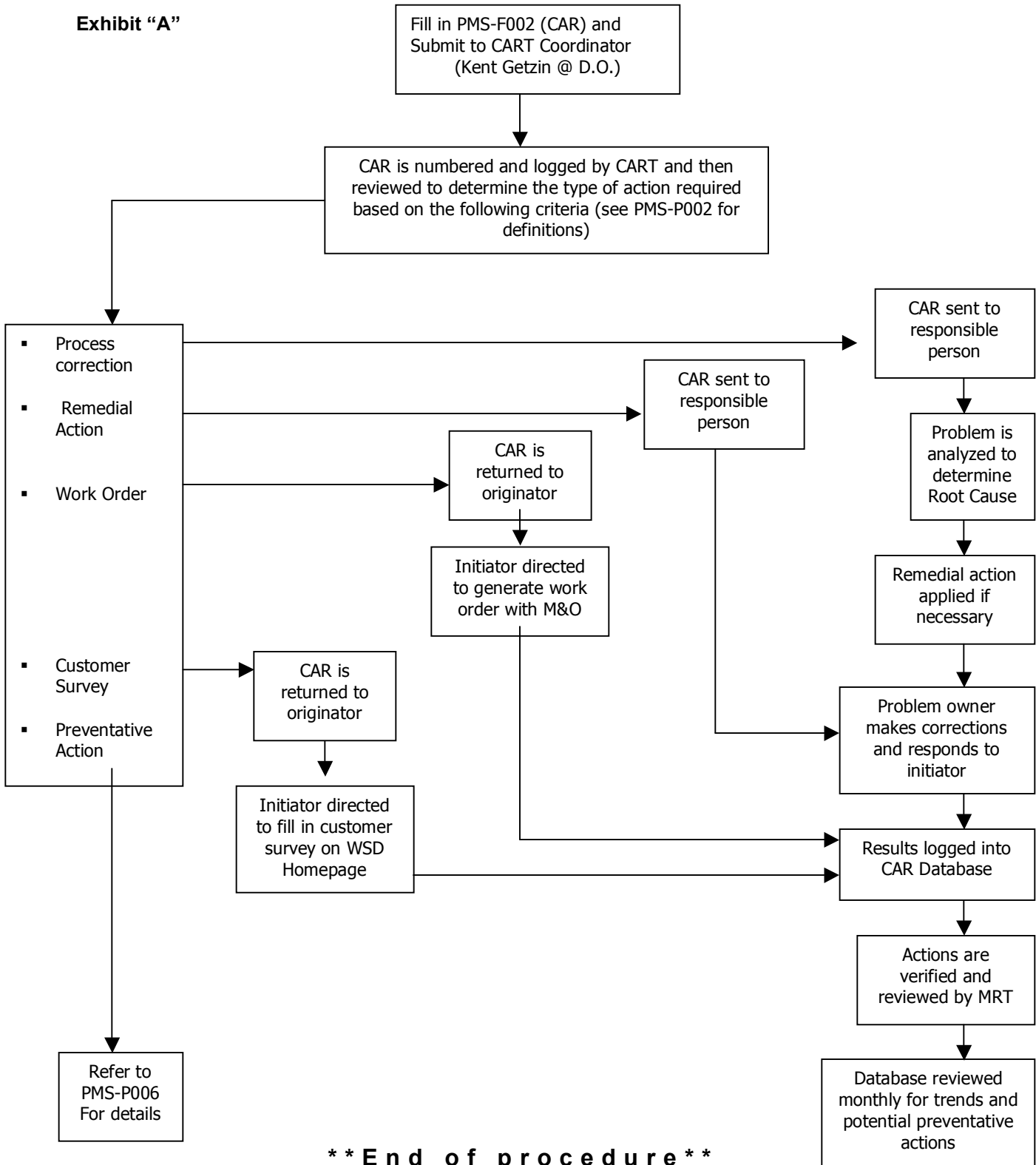
8.0 Record Retention Table

<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

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Exhibit "A"



**** End of procedure ****