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# Corrective Action Request Procedure (QAS-P002)

Saint Louis Public Schools

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## 1.0 SCOPE:

- 1.1 This procedure discusses the process for obtaining customer / owner feedback to help make process improvements.

The online version of this procedure is official. Therefore, all printed versions of this document are unofficial copies.

## 2.0 RESPONSIBILITY:

- 2.1 Management Review Team
- 2.2 Management Representative

## 3.0 APPROVAL AUTHORITY:

- 3.1 Management Representative

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

## 4.0 DEFINITIONS:

- 4.1 SLPS – Saint Louis Public Schools
- 4.2 Requestor – any SLPS Customer / Owner submitting a Corrective Action Request
- 4.3 Process Owner(s) – the individual(s) identified as being the owner(s) of the process
- 4.4 QAS – Quality Assurance System
- 4.5 CAR – Corrective Action Request
- 4.6 MRT – Management Review Team

## 5.0 PROCEDURE:

- 5.1 Problems may be identified by any customer / owner of SLPS. These problems may be the result of an ineffective service, discrepant material from a vendor of the school system, or any other type of concern. Concerns not appropriate to this process include personnel and contractual issues.
  - a) The requestor(s) is/are encouraged to contact the appropriate department / school to resolve the concern or the requestor may file a Corrective Action Request by completing Section #1 of the form QAS-F001 and submitting it to the Management Representative.
  - b) The requestor is to attach all supporting documentation, emails, lists, occurrences, etc. to the Corrective Action Request.
- 5.2 The Management Representative or designee will assign the form a control number and will enter the information into the Corrective Action Request Log.
  - a) The Management Representative or designee will contact the appropriate Superintendent's Cabinet member to make them aware of the Corrective Action Request.
    - 5.2.a.1 The Superintendent's Cabinet member will identify the appropriate Process Owner and will inform the Project Management Office regarding assignment of that Corrective Action Request.

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- b) The Management Representative or designee will file a copy of the Corrective Action Request and forward the original to the office of the Process Owner.
  - c) The Project Management Office will contact the requestor to inform them that the concern has been received and forwarded to the Process Owner to be addressed.
- 5.3 The Management Review Team will receive reports on all new Corrective Action Requests submitted to the Management Representative.
- 5.4 The Process Owner assigned to investigate the Corrective Action Request(s) will complete Section (2) of the form, identify the cause of the concern, and propose a Corrective Action Plan.
- 5.5 The Process Owner will obtain the appropriate signatures and forward the form to the Project Management Office.
- 5.6 The Management Representative will receive the form from the Process Owner outlining the action plan for the improvement.
- a) The Management Review Team will receive updates on the results of the Corrective Action Request(s) at each Management Review Team meeting.
- 5.7 The Management Representative will verify that the improvement has been implemented and/or steps will be taken to ensure an acceptable outcome, including changes to document procedures, where appropriate. Section #2 of the Corrective Action Request will be completed.
- a) The Management Representative will follow up with the requestor to verify their satisfaction with how the Corrective Action Request was resolved.
  - b) If improvement to the process cannot be implemented, the Corrective Action Request is taken to the Management Review Team as part of a future agenda item.
- 5.8 The Management Representative and/or support staff will date and close the original copy of the Corrective Action Request and ensure that it is properly filed. This information will be recorded in the Corrective Action Request Log.
- 5.9 The Management Review Team will review the Corrective Action Requests for trends. The Management Representative or designee will appoint a Management Review Team member to assign a work team for further preventive action, if necessary.
- 5.10 A flow chart detailing the steps of this process may be found in Exhibit A.

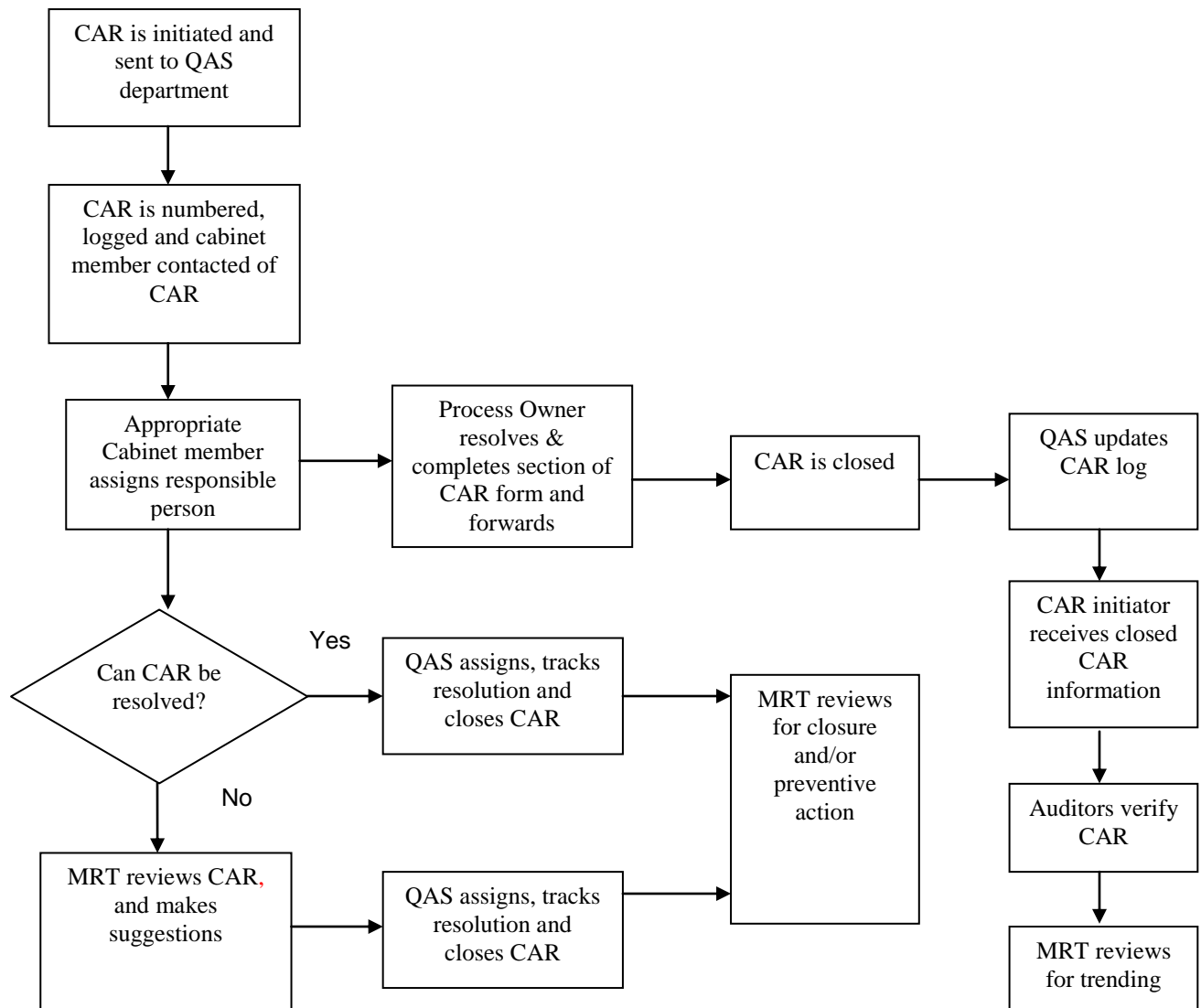
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### Exhibit A



### 6.0 ASSOCIATED DOCUMENTS:

- 6.1 Corrective Action Request Form (QAS – F001)
- 6.2 Corrective Action Request Log (QAS – F006)

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### **7.0 RECORD RETENTION TABLE:**

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Corrective Action Form & supporting documentation	Hard copy in binder in Project Management	Minimum 3 years desired	Discard as desired	Locked office
Corrective Action Request Log	Electronic	Electronic	Electronic	Electronic

### **8.0 REVISION HISTORY:**

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
04/02/08		Initial Release

**\* \* \* E n d o f p r o c e d u r e \* \* \***