

## CORRECTIVE AND PREVENTIVE POLICY

### RCP II-A.6 Requirement

Corrective and Preventive action policy and procedures that apply to findings from internal and external incident investigations and audits, employee and customer suggestions and management review, to include:

- a. Method of identifying non-conformities
- b. Follow-up time frame for initiating corrective action
- c. Method of tracking initiation and completion of corrective action, including assigned responsibility
- d. Lessons Learned policy and procedures, to include communication procedures for disseminating lessons learned

Note: Part of this RCP requirement was previously included in the previous requirements. The underlined sections of this requirement are new and will be effective 1/1/16.

### Required Corrective and Preventive Policy and Procedures Elements

- Written corrective actions for deficiencies identified during external & internal incident investigations and audits
- Method of tracking corrective actions include assigning responsibility
- Method of tracking corrective actions include management review
- Method of tracking include time frame for follow-up for initiating corrective actions
- Method of tracking include initiation and completion of corrective actions
- Method of identifying non-conformities
- Written procedures for addressing and communicating lessons learned
- Written corrective actions for deficiencies identified during maintenance
- Written corrective actions for deficiencies identified during employee and customer suggestions
- Written corrective actions for deficiencies identified during management review

Note: For companies to be RCP compliant, they must have written records to demonstrate compliance with the above procedures in the requirement.

### Other Corrective and Preventive Policy & Procedures Considerations

- Risk Assessments
- Management of Change process
- Inspection of Non-Conformities
- Key Performance Indicators (KPI) Trending
- Best Practice Discovery
- Near Miss Incident Investigations