

Corrective-Preventive Action Package List of Files

File name	Directory where file is located	To be Used	Corrective - Preventive Action Package List of Files Name of document / What used for	Clause
	Use these directory names or name your own directory. If you rename the Directory, you must change the Directory name on the document.		Note: The document footers of the files listed below identify the Directories in column B. You will need to create these Directories if they do not already exist as part of computer system.	
			Corrective - Preventive Action Package List of Files	
			Product Supplier ISO 9000 Checklist 3575 S. Bascom Ave. #2 Campbell, CA 95008 USA Phone: (408) 371-9995 Email: Jane Birkenstock <janebirk@iso9000checklist.com Web address: http://www.iso9000checklist.com	
			8.5.2 Corrective action	
CORRECTIVE-PREVENTIVE ACTION PACKAGE LIST OF FILES.doc	Training	1	Corrective-Preventive Action Package List of Files	
8.5.2 corrective action from ISO 9001 Explained.pdf	ISO 9001 Explained	2	8.5.2 Corrective Action from ISO 9001:2008 Explained This document is a written explanation of what the requirements in clause 8.2.2 Corrective action mean. This is an excerpt from "ISO 9001:2008 Explained - A PDF File for Use on a Network System."	
corrective action checklist.doc	Forms	3	Corrective Action Checklist A checklist that summarizes the requirements of clause 8.5.2. The Checklist can be used as a training document related to corrective action.	8.5.2
nonconformity review and evaluation form.doc	Forms	4	Nonconformity Review and Evaluation Form The answers to the questions on this form provide the information needed to evaluate if corrective action is needed related to a specific type of nonconformity. The Quality Assurance Manager and/or Top Management evaluate if action is needed related to the nonconformity. This form may be used to create a record of the review and evaluation.	8.5.2 8.5.1 8.5.3
nonconformity review and evaluation template.doc	Forms	5	Nonconformity Review and Evaluation Template A data entry template of the above form.	8.5.2 8.5.1 8.5.3
cpar form.doc	Forms	6	Corrective Preventive Action Request <i>(a form for hand-written reporting)</i> 1. Used to request a corrective or preventive action and as a record of the action taken. 2. May be used to suggest an Opportunity for Improvement. 3. May be used to report a customer complaint that originates outside of Customer Service reporting.	8.5.2
cpar template.doc	Forms	7	Corrective Preventive Action Request <i>(a data entry template)</i> Same as the above form.	8.5.2
cpar instructions.doc	Forms	8	Corrective Preventive Action Request Instructions Instructions for completing CPAR form and template.	8.5.2

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cpar about form.doc	Forms	9	Corrective Preventive Action Request - About Form Terms used on the form and changes you may want to make to the form and template.	8.5.2
corrective action plan.doc	Forms	10	Corrective Action Plan A form that may be used to prepare a corrective action plan when the Corrective Preventive Action Plan form does not have sufficient writing space. The user completes entry boxes on this form and deletes entry items that do not apply to the situation.	8.5.2
cpar activity assignment.doc	Forms	11	CPAR Activity Assignment (form) Used to assign activities that are part of the corrective action plan. Form defines activity requirements and what measures success.	8.5.2
corrective action team log.doc	Forms	12	Corrective Action Team Log (form) A form used to list and track the completion of activities when there are multiple departments or functional areas that participate in a corrective action.	8.5.2
corrective action team log instructions.doc	Forms	13	Corrective Action Team Log Instructions Defines authorities and responsibilities related to a corrective action carried out by a team.	8.5.2
	CPAR Directory		CPAR Directory - a directory for filing Corrective Preventive Action Requests submitted using the CPAR data entry template form. When the "Corrective Action Plan" form, the "Corrective Action Team Log," and "Activity Assignments" are filed in this directory they will be found after the CPAR template number entry. This sequencing will occur when you identify audits as indicated on the original template forms.	8.2.2 8.5.2
cpar log database.xls	Forms	14	CPAR Log Database (Corrective Preventive Action Log Database) Used to track the status of corrective actions, preventive actions, and improvement actions. The list of CPARs from auditor reports can be copy/pasted into this log when auditors use the data entry template to list CPARs. Sorts can be performed to: 1. Assign follow-up for effectiveness of closed actions (part of an audit assignment) 2. determine which depts/areas/clauses require more frequent audit 3. determine trends to report to Management Review See comment notes in each cell in top row for what to enter in cells.	8.2.2 8.5.2
cpar log database instructions.xls	Forms	15	CPAR Log Database Instructions Instructions on how to sort the database.	8.2.2 8.5.2
doc chg request form.doc	Forms	16	Document Change Request Form (standard form) This form is used to initiate a change to a document.	
doc chg request template.doc	Forms	17	Document Change Request Form (template) This form is used to initiate a change to a document.	
doc chg notice.doc	Forms	18	Document Change Notice (standard form) This form is used to inform people of what changes have been made to a revised document. This notification can be sent to Managers who inform personnel of changes or the notification can be sent by email to personnel who should be informed of the change.	
doc chg notice template.doc	Forms	19	Document Change Notice (template) The data entry template of the above form.	

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			Pareto Analysis	
what is a pareto analysis.doc	Training	20	What is a Pareto Analysis? A one-page document that introduces Pareto Analysis. Pareto analysis will show what to fix first to get the most improvement.	8.5.2 8.4
review nonconformities using pareto analysis.doc	Training	21	Review Nonconformities Using Pareto Analysis A two-page document that introduces how Pareto Analysis can be used to identify the most significant nonconformities out of a large number of nonconformities of different types. This document shows that the Pareto 80/20 ratio does not always occur, but will still indicate the most significant items to consider for corrective action.	8.5.2
pareto analysis form.xls	Forms / An Excel file	22	Pareto Analysis Form Used to analyze a large amount of collected data to determine what to fix to get the greatest benefit. Includes data entry of items, investigation of data, assigning 1 to 10 Critical Ranking, preparation of information for management review, selection of actions to implement, and assignment of actions. Items not selected that merit future action are entered in the Opportunities Log. NOTE: Often this type of analysis is not used because someone must develop a system or structure for collecting and analyzing data. Contact ISO 9000 Checklist if you would like the complete Pareto Analysis Package that has training instructions for personnel on how to enter data on this form. Having staff enter data on this form means the Quality Manager does not do all the work related to this analysis. There is no additional charge for the employee data entry training instructions.	8.4 8.5.1
pareto item investigation template.doc	Forms	23	Pareto Item Investigation <i>(use as a standard form or template)</i> The person who analyzes the results of a Pareto analysis may send this form to the process owner who confirms if a problem exists, states the preferred solution, and estimates the time and cost to correct the problem. Management uses this information when determining Pareto analysis items selected for action.	8.4 8.5.1
			8.5.3 Preventive action	
8.5.3 preventive action from ISO 9001 Explained rev 2-20-09.pdf	ISO 9001 Explained	24	8.5.3 Preventive Action This is an explanation of the requirements of Clause 8.5.3 Preventive action from the ISO 9001:2008 standard. This is an excerpt from "ISO 9001:2008 Explained – An Adobe PDF File for Use on a Network System" offered on the ISO 9000 Checklist web site.	8.5.3
preventive action checklist.doc	Forms	25	Preventive Action Checklist This is a general planning guide for conducting a Failure Modes Effects Analysis. There will be situations where some of the steps do not apply. Select the steps that apply to your situation.	8.5.3

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failure modes effects analysis - intro.doc	Forms	26	<p>Failure Modes Effects Analysis Introduction</p> <p>A Failure Modes Effects Analysis (FMEA) is a very detailed review of what could possibly go wrong related to a product, service, process, or objective. It can be used when carrying out the following types of preventive action activities:</p> <p>Planning activities: ___ product design ___ service design ___ process design ___ task or activity design ___ project design ___ production planning ___ new product research ___ design of a training program ___ corporate planning /defining potential risks to the organization</p> <p>Other situations: ___ analysis of data collection - identify trends that could result in a nonconformity - determine the severity of the trend ___ analysis of the need to take action related to a Preventive Action Request</p>	8.5.3
failure modes effects analysis - FMEA.doc	Forms	27	<p>Failure Modes Effects Analysis - FMEA <i>(standard form)</i></p> <p>A Failure Modes Effects Analysis looks for inherent characteristics of products and processes that will eventually result in problems or a failure to meet requirements. A FMEA identifies product/service requirements or process objectives, critical success factors, possible failures, the likelihood of their occurrence, root cause, and what to do to prevent failure when provisions are not adequate.</p>	8.5.3
			<p>Customer Service: You may call or email with questions on these materials at any time.</p>	
			<p>Phone: (408) 371-9995 PST</p>	
			<p>Email: Jane Birkenstock <janebirk@iso9000checklist.com></p>	