



The **Corrective Action Handbook**

Second Edition

Denise Robitaille

Paton
PROFESSIONAL

The Corrective Action Handbook

L Cohen



The Corrective Action Handbook:

The Corrective Action Handbook, Second Edition Denise Robitaille, 2009-11 *The Preventive Action Handbook* Denise Robitaille, 2003-02 How do we harness the elusive concept of preventive action People often think of preventive action as the extra thing you do after you've finished corrective action like an extra coat of sealant Actually preventive actions are the initiatives you establish to minimize the number of corrective actions you conduct The Preventive Action Handbook is a great guide for defining the process writing the procedure establishing criteria developing plans and reporting back to management It will help you benefit from a fundamental management tool that has a direct relationship to your organization's bottom line The Preventive Action Handbook will help you make your preventive action process more organized more efficient and more productive The book's basic precepts hold true for any size organization It can be used by quality managers ISO 9000 management representatives production supervisors production group leaders customer service managers quality technicians or anyone else involved in corrective action The book includes sample forms that guide you through the corrective action process in a logical and straightforward manner The forms may be photocopied They include Preventive Action Organizer Worksheet Matrix of Preventive Actions Preventive Action Initiative Preventive Action Plan

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