LEVEL 2 PROCEDURE to address: ISO 9001: 2000 Clause 8.5.3- Preventive Action

APPROVAL:

PRES. JUANITO M. ACANTO
President

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1.0 PURPOSE

This document defined the procedure necessary for identifying need for preventive action and continual improvement to of the education services processes.

2.0 SCOPE

The procedure begins with the identification of critical educational service requirements and key process variables. It includes the determination of the stability and capability of the processes through the analysis of data from monitoring of these processes. The procedure is never-ending cycle.

3.0 RESPONSIBILITY

3.1 The Lead Quality Auditor shall be responsible for the effective implementation of procedure.
3.2 All University personnel shall be responsible in the total and continual improvement of this procedure.
3.3 The Administrative and Academic Councils shall be responsible on the implementation of the recommended changes based on the recommendation of the area/s involved.

4.0 DEFINITION OF TERMS

4.1 Preventive action- action taken to eliminate the cause of a potential nonconformity or a potentially undesirable situation.
4.2 Critical educational service requirements – these are the specifications that are required by quality objectives, statutory / regulatory and accreditation bodies. The quality objectives embody the University-wide targets for meeting stakeholder requirements.
4.3 Key process variables – the critical steps/ specifications identified which if not followed or attained will cause educational service produced will continue to be reproducible
4.4 Process capability – the assurance that the process will result to an educational service that meets specifications
5.0 PROCEDURE

START

IDENTIFY CRITICAL EDUC SERVICE/PROCESS REQTS

PREPARE FLOWCHART OR PROCEDURE

IDENTIFY KEY PROCESS VARIABLE

EVALUATE TEST PROCEDURE

ADEQUATE?

EVALUATE PROCESS STABILITY

STABLE?

EVALUATE PROCESS CAPABILITY

CAPABLE?

RECORD RESULTS OF ACTION TAKEN

MAKE NECESSARY CHANGES

REVIEW/DEVELOPMENT
STANDARD PROCEDURES TO ELIMINATE SPECIAL CAUSES

IDENTIFY SPECIAL CAUSES OF VARIABILITY

MAKE NECESSARY CHANCES

REVIEW PROCESS/PROCEDURES
6.0 In a move for continual improvement, the units can likewise issue Continual Improvement Request (IQA Form 06) to the concerned department.

7.0 Suggestion/question boxes are likewise available at HRD Office and Business Office.

8.0 REFERENCES

8.1 QD-5.1-PR-01 Establishment and Review of Quality Policy and Objectives
8.2 DC-4.2.2-PR-01 Control of Documents
8.3 QM-5.1-PR-02 Management Review
8.4 QM-5.5.1-PR-05 Procedure Writer’s
8.5 HR-6.1-PR-02 Hiring Procedure
8.6 ES-7.3-PR-06 Design and Development of Curriculum
8.7 SE-7.6-PR-04 User Acceptance Tests of Software
8.8 FS-6.0-PR-02 Budget Hearing

9.0 RECORDS

9.1 Management Review Minutes
9.2 Minutes of Meetings of Curriculum Committee
9.3 Accomplished forms of user acceptance of software
9.4 Minutes of budget hearing
9.5 IQA form 06 – Continual Improvement Request