MATCON
CORRECTION AND PREVENTIVE ACTION (CPAR)

Matcon recognizes that diligent and effective implementation of this corrective preventive action program is crucial to consistent quality production and continuous quality improvement.

GENERAL POLICY

Causes of product non-conformances are investigated and corrective actions are implemented to prevent their recurrence. Processes, work instructions, quality records and customer/salesman complaints are analyzed to detect any sources of potential quality problems, and preventive actions are implemented before the problems develop. Control and follow through are applied to ensure that corrective and preventive actions are implemented and are effective.

PROCEDURAL POLICIES

Initiation of Corrective and Preventive actions

Anyone in the company may propose initiation of a corrective and preventive action, but only the Production Manager, Design Engineer, or Quality Assurance can authorize and request their implementation.

1. Corrective and preventive action may be initiated as the result of
    - Identification or major production non-conformance or trend of minor non-conformances of a similar character.
    - Problems with processes or work instructions
    - Non conformances observed during internal audits
    - Customer complaints and returned product
    - Non-conforming deliveries from sub-contractors
    - Identification of any other condition that does not comply with established quality requirements, When available, pictures can be taken and used on CPAR to help with identify the issues.

2. When relevant, corrective actions taken are also applied to other similar processes and products.

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Outside Vendor Return Product

Evaluation of incoming products will communicate the concern to the vendor. The responsible department i.e.; engineering and/or quality assurance will decide how to respond to the vendor, and decide what actions should be requested internally to improve satisfaction.

1. The quality assurance for receiving and processing vendor concern of product received.
    - Returned products are inspected and/or tested by Engineering, Production, or Quality assurance.
    - Inspection results are recorded on a CPAR – Vendor Rejection and Disposition report.

CPAR with disposition are then return to QA for the assignment of the CPAR# and enter into log. Copy of the CPAR is printed out and returned with product. If product is not being return, CPAR will then be emailed to the vendor.

In-House Corrective and Preventive Actions

Evaluation of final products will communicate the concern to the responsible department. The responsible department i.e.; engineering and/or quality assurance will decide how to respond to the concern, and which actions should be requested internally to improve satisfaction of the end result.

2. The quality assurance for receiving and processing vendor concern of product received.
    - Returned products are inspected and/or tested by Engineering, Production, or Quality assurance.
    - Inspection results are recorded on the CPAR – In House Rejection and Disposition report.

CPAR with disposition are then return to QA for the assignment of the CPAR# and enter into log.

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Customer Complaints and Returned Product

Every complaint is evaluated and communicated to the concerned department. The responsible department i.e.; engineering, sales and/or customer service will decide how to respond to the customer, and decide what actions should be requested internally to improve customer satisfaction.

3. The sales representative is responsible for receiving and processing customer complaints and return product.
   - Returned products are inspected and/or tested by Engineering, Production, or Quality assurance.
   - Records of this inspection are recorded on the CPAR-Customer Rejection and Disposition report and the Customer Complaint email
   - Findings of the inspections, CPAR with disposition are then return to sales by email for them to update the customer.

CPAR with disposition are then return to QA for the assignment of the CPAR# and enter into log. QA will email CPAR to the Salesman for them to update the customer on the findings.

Follow up

4. Every corrective and preventive action is assigned for a follow up to determine if the action has been implemented and is effective.

   <u>Reports</u>

   - CPAR Reports will be assigned a number by QA and logged into the CPAR log sheet
   - CPAR's will be left open until issues is resolved and then closed
   - Any open CPAR will be discussed on the weekly basic.

   <u>Red Tags</u>

   - Will be turn into QA and logged into the Red Tag report