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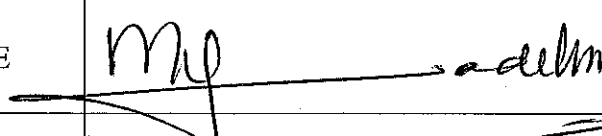
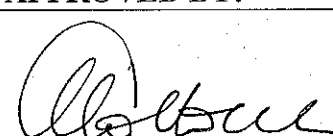
SARAWAK ECONOMIC DEVELOPMENT CORPORATION

# QUALITY PROCEDURE

CORRECTIVE ACTION

DOCUMENT NO.: QP-SEDC-24

CONTROLLED COPY

	PREPARED BY:	APPROVED BY:
SIGNATURE		
NAME	Muriyadi Haji Basri	Haji Abdul Hadi Datuk Haji Abdul Kadir
DESIGNATION	Acting Director, Innovation & Quality Division	General Manager, SEDC
DATE	5 February 2020	5 February 2020

ISSUED TO	IQD		
REVISION NO.	1	DATE	5 February 2020



QUALITY PROCEDURE			
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**1. OBJECTIVE**

This procedure is established to provide guidelines to ensure the effectiveness of correction, corrective action and preventive action on non-conformances related to the QMS.

**2. SCOPE**

This procedure is applicable when correction, corrective action and preventive action is deemed necessary due to noncompliance or issues related to SEDC Quality Management System.

**3. DEFINITION**

- a) Customer Feedback - Dissatisfaction / compliment or suggestion received from customer, either in written or verbal form.
- b) Quality Management Review Committee (QMR) - Committee responsible to review and assess the effectiveness of SEDC's Quality Management System. This committee is chaired by Deputy General Manager (DGM), and its other members consists of Quality Management Representative (MR), and Deputy Quality Management Representative (DMR).
- c) Work Team (WT) - Special Team to review and study the specific issues related to SEDC's QMS and recommend solution for improvement. The team is appointed by the Dir(ID) concerned (for QP) and GM (for QMS projects)

**4. ABBREVIATIONS**

- GM - General Manager
- DGM - Deputy General Manager
- DIR(ID) - Director, Initiating Division
- MR - Quality Management Representative
- DMR - Deputy Management Representative
- AA - Administrative Assistant (IQD)
- AAO - Assistant Administrative Officer (IQD)
- QMS - Quality Management System
- QMR - Quality Management Review Committee
- QP - Quality Procedures

**5. QUALITY RECORD**

ATTACHMENT	TYPE	RETENTION	LOCATION
-	Customer Feedback Tracking Form (CFTF)	5 Years	IQD
-	Internal Quality Audit Report	5 Years	IQD
-	Corrective Action Status Report	5 Years	IQD
-	QMR Minutes of Meeting	5 Years	IQD
-	Working Team Report	5 Years	IQD



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# QUALITY PROCEDURE

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**INPUT**

- Problem/issues derived from customer complaints & feedback, Internal Quality Audits, non conformance products/services, non-compliance to QMS

**PROCESS**

## A. Corrective Action

Receive information from the following sources:

- Customer Complaint & Feedback
- Internal Quality Audit findings
- Non conforming product/service
- Non compliance to QMS

[Note: SEDC staff can suggest as items c & d through the Staff Suggestion Programmes(eSP)]

Identify responsible Division(s) and submit for action

Analyse root cause using appropriate statistical technique(s) and appoint officer/work team to review (if necessary)

Develop action plan as follows:

- Correction / Interim Action: action taken to eliminate problem
- Corrective Action: action taken to eliminate the root cause of the problem and thus to prevent recurrence of similar problem in future

Revise QP?

Yes

Propose necessary changes to QMS /QP documentation through MR

Check proposed revision & submit to GM for approval

Approved?

Yes

Sign the document & return to MR

A1

No

A2

Responsibility	Quality Record
MR	Customer Feedback Tracking Form Internal Quality Audit Report
MR	
DIR(ID)	
DIR(ID) / WT	
DIR(ID)	
DIR(ID)	
DIR(ID)	
DIR(ID) / MR	
MR	
GM	
GM	

**OUTPUT**

### PROCESS OUTPUT:

- Problem solved

### REFERENCE DOCUMENTATION:

- QP-SEDC-19 (Document Control)
- QP-SEDC-23 (Internal Quality Audit)
- QP-SEDC-25 (Quality Management Review)

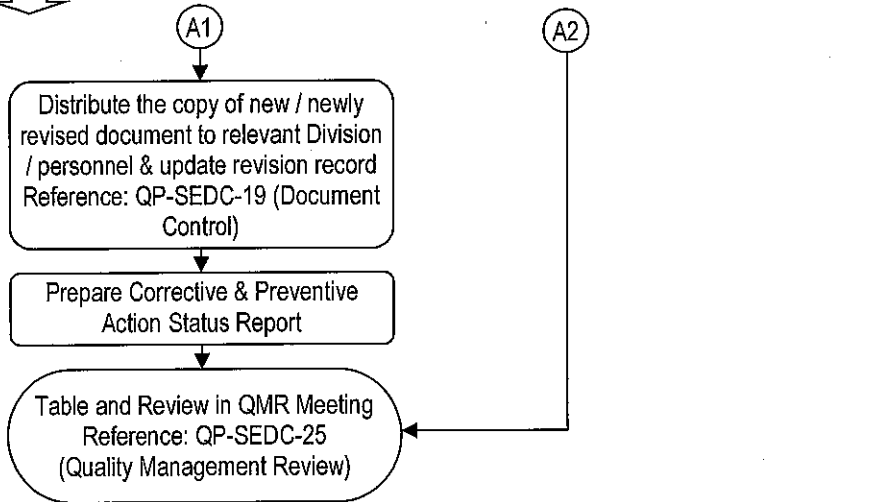


QUALITY PROCEDURE			
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**IN-PUT**

- Problem/issues derived from customer complaint & feedback, Internal Quality Audit, non conformance product/service, non-compliance to QMS

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Responsibility	Quality Record
AA/ AAO	
MR / AAO	Corrective & Preventive Action Status Report
MR	QMR Minutes

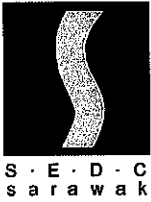
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**PROCESS OUTPUT:**

- Problem solved

**REFERENCE DOCUMENTATION:**

- QP-SEDC-19 (Document Control)
- QP-SEDC-23 (Internal Quality Audit)
- QP-SEDC-25 (Management Review)



<b>QUALITY PROCEDURE</b>			
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## REVISION HISTORY SHEET

<b>Rev. No.</b>	<b>Document History</b>
0	Newly established.
1.	<ul style="list-style-type: none"><li>• Cover Page - Change of General Manager's name and Acting Director's name</li></ul>