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		Detection, management of incidents and improvement
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Title: Detection, management of incidents and improvement

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1 Objective

The objectives of this document are detect and react to and existing service problem, customer complaint or other nonconformity and fixing it; and detect potential problems or nonconformance's and eliminating them.

2 Scope

This procedure management all incidents that can affect quality of Mat Control quality system.

3 Definitions

4 Related Procedures

5 Responsibilities

All personnel are responsible for identification and register of incidents.

Technical responsible and quality system responsible undertake functions of identification, evaluation, investigation, analysis, action plan, implementation and follow up.



Director is responsible for analysis, action plan implementation and follow up.

6 References

7 Instructions

Implementing an effective and fully compliant Detection, management of incidents and improvement program include seven steps for each incident:

- Identification – clearly define the problem
- Evaluation – appraise the magnitude and impact
- Investigation – make a plan to research the problem
- Analysis – perform a thorough assessment
- Action Plan – create a list of required tasks

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- Implementation – execute the action plan
- Follow Up – verify and assess the effectiveness

Each step must properly documented actions provide important historical data for a continuous quality improvement plan.