

STS – Continual Improvement

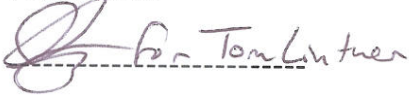
Revision history:

Rev	Date	Change Description	Owner	Site	Approval
A	12/20/2011	Initial release	LSivik	STS-RR	
B	12/20/2012	General document review; change of owner	CStoodley	STS-RR	
C	04/03/2014	General document review; change of owner	CStoodley	STS-RR	
D	06/16/2015	General document review; change of owner to Mgmt. Rep., J. Vaughn	JVaughn	STS-RR	

Latest approval:

President

Tom Lintner



Date: 6/16/15.....

V.P., I.T. & Engineering

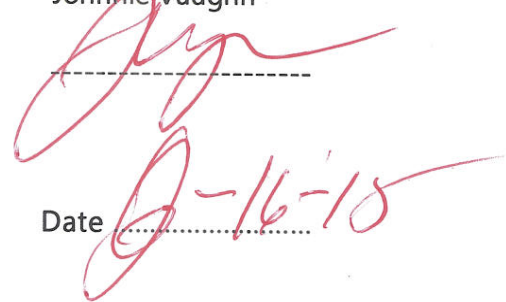
John Sanny




Date: 6/16/15.....

Document Owner

Johnnie Vaughn



Date: 6-16-15.....

 <p>Streamline Technical Services</p>	<p>Management System Manual Section 8.5 Continual Improvement</p>	<p>800002 -Revision: D Reference: ISO 9001:2008 Element 8.5, Continual Improvement</p>
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1.1 General Policy

- 1.2 Streamline Technical Services employs a continual improvement philosophy throughout the entire organization. The improvement effort is driven by objectives defined in the management system policy and performance data. Improvement opportunities are identified by analyzing quality performance data and information. Improvement projects are defined and implemented through the system of corrective and preventive actions and management review actions.
- 1.3 Causes of identified nonconformities are investigated and, where appropriate, corrective actions are implemented to ensure that nonconformities do not recur. Preventive actions are implemented to eliminate the causes of potential nonconformities. Corrective and preventive actions taken are recorded and are followed up to ensure that they have been effectively implemented.


2.1 Responsibility and Authority

- 2.2 The Management Representative is responsible for ensuring continuous improvement throughout the management system. The Management Representative is responsible for all monitoring, measurement, analysis and improvement applications used in the management system. Each employee has been granted authority in order to meet specified requirements.

3.1 Policies

3.2 Opportunities for Improvement

- 3.2.1 Opportunities for improvement are identified by comparing present quality performance to documented quality objectives.
- 3.2.2 Performance is determined by analyzing the performance levels of the management system objectives.
- 3.2.3 Performance is evaluated at management reviews of the management system. Where performance falls short of a defined objective, top management identifies specific improvement actions to reach the objective. When a management system objective is reached, top management may change the objective to raise the

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desired level of performance, with the objective to continually improve the management system.

3.2.4 In addition to top management objectives for improvement, employees are encouraged to contribute ideas for improvement relating to product, processes, systems, productivity, and working environment. These improvement opportunities are evaluated and prioritized by top management and, where appropriate, are implemented through the system of corrective and preventive action.

3.3 Corrective and Preventive Action

3.3.1 Corrective actions are used when an actual nonconformity is identified. Preventive actions are requested and implemented when there are trends of decreasing quality capability and/or effectiveness of the management system that create a risk for potential nonconformity.


3.3.2 STS recognizes the difference between corrective and preventive actions, and has separate systems for identifying each type of action. Once the need is identified a common system is used to process both types of actions. Forms, logs and other documents and records for processing corrective and preventive actions are the same.

3.4 Corrective Action

3.4.1 The need for corrective action is determined on the basis of identified actual nonconformities, and can be generated by any employee. Corrective action requests are typically triggered by events such as a customer complaint, nonconforming product shipped by a supplier, internal audit findings or poor quality performance.

3.4.2 A documented procedure has been established to define requirements for the following:

- a. Reviewing nonconformities and customer complaints
- b. Determining and eliminating causes of nonconformity
- c. Evaluating the need for action to ensure that nonconformities do not recur

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- d. Determining and implementing action needed
- e. Reviewing corrective action taken for effectiveness

3.5 Preventive Action

3.5.1 The need for preventive action is determined on the basis of information and data gathered regarding performance of processes, nonconformity rates, customer returns and complaints, and management system audit findings. Appropriate information and data is collected and analyzed to detect unfavorable trends that, if not checked, will increase the risk of nonconformities.

3.5.2 A documented procedure has been established and implemented to define the following requirements:

- a. Determining potential nonconformities and their causes
- b. Evaluating the need for action to prevent occurrence of nonconformities
- c. Determining and implementing action needed
- d. Records of results of action taken, and
- e. Reviewing preventive action taken

4.0 Related and Support Documentation

852000 Corrective Action Procedure
853000 Preventive Action Procedure

5.0 Revision history

Date:	Revision level:	Description of revision:
12/20/11	A	Initial release
12/20/12	B	General Document Review
4/3/2014	C	General Document Review – Change of owner
6/16/15	D	General Document Review; Change of owner to Mgmt. Rep., J. Vaughn