



CITY OF SAN FERNANDO  
WATER DISTRICT

## CITY OF SAN FERNANDO WATER DISTRICT

### Quality Management System

Title: Preventive Action

Effective: December 31, 2016

Revision No. 0

## PREVENTIVE ACTION

**OBJECTIVE** : To get involve all CSFWD employees in the prevention of occurrence of non-conformities and to establish a network of close cooperation among all functional units/divisions/departments.

To introduce safeguards in order to prevent the occurrence of non-conformities.

**SCOPE** : This procedure defines the roles and responsibilities of all CSFWD personnel in the identification and implementation of preventive actions.

### DEFINITION OF TERMS:

Preventive Action – action to eliminate the cause(s) of a potential or other undesirable potential situation

CPAR - Corrective/Preventive Action Report

QMS - Quality Management System

QMR - Quality Management Representative

DQMR - Deputy Quality Management Representative



CITY OF SAN FERNANDO  
WATER DISTRICT

## CITY OF SAN FERNANDO WATER DISTRICT

### Quality Management System

Title: Preventive Action

Effective: December 31, 2016

Revision No. 0

## PREVENTIVE ACTION

### PROCEDURE DETAILS:

1. On the basis of existing interfaces with other departments, preparation and use of relevant quality records, potential problems or deviation against the QMS are identified.
2. Personnel presents his findings to his Division Manager and proposes need for preventive action. Division Manager validates personnel's findings based on presented data. If valid, then requires personnel to prepare CPAR. Division Manager signs on CPAR and submits it to the DQMR.

If valid, Division Manager advises personnel to continue monitoring situational information and generate more data/objective evidence to substantiate findings.

3. DQMR receives and evaluates CPAR. Analyzes and concurs need for preventive action. Issues CPAR to concerned division.
4. Division Manager reviews and evaluates the CPAR upon receipt of the document. Determines and agrees with the DQMR on the appropriate preventive action. Sets timescale for its implementation.
5. DQMR upon his instruction, monitors status of implementation. If preventive action is implemented, records status on the CPAR. If not, requires concerned Division Manager to report reason for non-implementation. If reason is valid, within one month from date of initial implementation, the nature of preventive action is re-evaluated, modification is undertaken and timescales is adjusted.

If preventive action requires a revision or charge of an existing document, procedure on document control is followed.



CITY OF SAN FERNANDO  
WATER DISTRICT

## CITY OF SAN FERNANDO WATER DISTRICT

### Quality Management System

Title: Preventive Action	Effective: December 31, 2016	Revision No. 0
--------------------------	------------------------------	----------------

If deviation or non-conformity occurs despite preventive measures taken, preventive action is further reviewed and presented to the Management Review for further analysis and action. If there is risk to operation, an immediate meeting of STAFF is convened to resolve the deviation/non-conformity.

6. DQMR summarizes all CPARs raised for preventive action. Prepares report and submits to General Manager and QMR. Issues copies to STAFF members for purposes of the Management Review. Results of preventive action, its effectiveness and trends are analyzed during Management Review.