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Corrective and Preventive Action Work Instruction for Code I CARC		1 of 5	

REVISION HISTORY			
REV	Description of Change	Author	Effective Date
-	Initial release	P. Vasquez	4/8/99
A	Added form in form section	P. Vasquez	3/9/01

REFERENCE DOCUMENTS	
Document Number	Document Title
53.ARC.0000	Ames Research Center Quality Manual, Section 4.14
53.ARC.0014	Corrective and Preventive Action

Documents referenced in this procedure are applicable to the extent specified herein.

1. Purpose

This work instruction identifies how the Code I Corrective Action Request Coordinator (CARC) controls Quality System Corrective Action Request (CAR) forms and the Code I CAR Log in accordance with the Ames Research Center (ARC) Quality Manual and 53.ARC.0014.

2. Scope

This work instruction applies to the control of CAR forms pertaining to the Code I Quality System. It includes Directorate, Division, and Branch-level CARs.

3. Definitions and Acronyms

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|------|--|--|
| 3.1. | Centerwide Corrective Action Request Coordinator (CWCARC) | Center-wide person responsible for processing CARs and administering the corrective and preventive action system |
| 3.2. | Code I Corrective Action Request Coordinator (Code I CARC) | Code I person who controls Code I CAR system |
| 3.3. | Code I ISO Project Team Leads | Representatives within each Code I division |

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| 3.4. | Corrective Action | Action taken to eliminate the cause(s) of an existing nonconformance, defect, or other undesirable situation in order to prevent recurrence |
| 3.5. | Corrective Action Request (CAR) | Request to initiate corrective or preventive action |
| 3.6. | Postdoc | Multi-user, web-based application primarily for the storage and retrieval of documents, be they word processing documents, spreadsheets, slides, illustrations, images, video, audio, software archives, or others |
| 3.7. | Preventive Action | Action taken to eliminate the cause(s) of a potential nonconformance, defect, or other undesirable situation in order to prevent occurrence |
| 3.8. | Responsible Directorate | Directorate to which the Responsible Manager reports for the action required by the CAR |
| 3.9. | Responsible Manager | Person having the responsibility and authority to accomplish/implement a specific activity or process (includes organizational line managers, project managers, etc.) |

4. Flowchart

There is no flowchart required for this document.

5. Responsibilities

- 5.1. The **Code I CARC** shall:
- Process, control, and coordinate Code I CARs, including the tracking, status, maintenance, and distribution of CARs, in accordance with 53.ARC.0014.
 - Control and update the Code I CAR Log and keep it up-to-date in the Code I ISO Share File in Postdoc.

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- 5.2. The **Code I Directorate, Responsible Managers, and Organizations** shall:
- Follow 53.ARC.0014 for their responsibilities and the CAR process procedure.

6. Procedure

- 6.1. Upon receiving a CAR from the CWCARC, the Code I CARC shall:
- 6.1.1. Check the CAR form for completeness (i.e. sections 1-12A).
- 6.1.2. Save the CAR in the computer desktop folder *Forms*, using the CAR number as the filename.
- 6.1.3. Log the CAR in the Code I CAR Log located in the computer desktop folder *Log Sheets* under filename *CAR Log* by entering the:
- CAR number
 - Organizational code
 - ISO element
 - Assignee
 - Open date
 - Responsible organization due date
 - Response due to the center date
 - Summary of action/status
- 6.1.4. Re-save the Code I CAR Log in the computer desktop folder *Log Sheets* under filename *CAR Log*.
- 6.1.5. Re-post the Code I CAR Log in Postdoc:
- 6.1.5.1. Launch Postdoc and login.
- 6.1.5.2. Open folders:
- *Ames Research Center*
 - *ISO Ames Research Center*
 - *Code I*
 - *Code I ISO File Share*
- 6.1.5.3. Click on the pencil icon under the Code I CAR Log.
- 6.1.5.4. Click on the *Browse* button and find the Code I CAR Log in the computer desktop folder *Log Sheets*.
- 6.1.5.5. Click on the *Revise* button.

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- 6.1.6. After review by the Code I Directorate, forward the CAR and the response due date (which is 10 working days from the CAR being posted on the web site) via e-mail to the appropriate Responsible Manager with a copy to the organization's ISO Project Team Lead.
- 6.1.7. Monitor the CAR for response and due dates using the Code I CAR Log. Notify the Code I ISO Project Team Leads and Responsible Managers of upcoming due dates via email or at the Code I ISO Project Team meeting as needed.
- 6.2. Upon receiving a **warranted** CAR with action proposed but not taken, the Code I CARC shall:
 - 6.2.1. Check the CAR form for completeness (i.e. sections 12B-17B).
 - 6.2.2. Re-save the CAR in the computer desktop folder *Forms* or, if hardcopy, in the file cabinet *DCR and CPAR Forms*, in the file folder *CARS* in CAR numerical order.
 - 6.2.3. Forward an electronic copy of the CAR to the CWCARC at ccarc@mail.arc.nasa.gov within 5 working days.
 - 6.2.4. Update the Code I CAR Log by filling out the actual date the response was received from the responsible organization in the "Responsible Org. Due Date" column.
 - 6.2.5. Re-save the Code I CAR Log in the computer desktop folder *Log Sheets* under filename *CAR Log*.
 - 6.2.6. Re-post the Code I CAR Log in Postdoc (see section 6.1.5).
- 6.3. Upon receiving a **rejected** or **closed** CAR, the Code I CARC shall:
 - 6.3.1. Check the CAR form for completeness (i.e. sections 12B-20B).
 - 6.3.2. Re-save the CAR in the computer desktop folder *Forms* or, if hardcopy, in the file cabinet *DCR and CPAR Forms*, in the file folder *CARS* in CAR numerical order.
 - 6.3.3. Forward an electronic copy of the CAR with response to the CWCARC at ccarc@mail.arc.nasa.gov within 5 working days.
 - 6.3.4. Update the Code I CAR Log by entering the closed date.

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6.3.5. Re-save the Code I CAR Log in the computer desktop folder *Log Sheets* under filename *CAR Log*.

6.3.6. Re-post the Code I CAR Log in Postdoc (see section 6.1.5).

7. Metrics

There are no metrics required for this document.

8. Quality Records

There are no Quality Records required for this document.

9. Form(s)

Form Number	Title
ARC 755	Corrective Action Request