

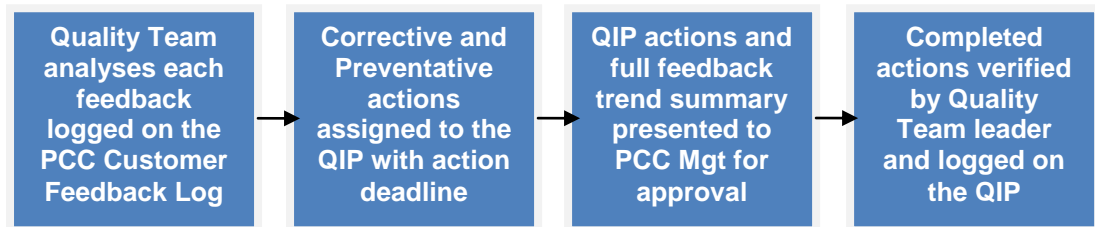
CONTINUAL IMPROVEMENT PROCESS

1. PURPOSE

The purpose of this process is to ensure a focus on continual improvement across all activity at PCC. While corrective action is taken in response to individual cases, preventative action is required in response to observed trends. This process outlines the process for handling these actions. Customer feedback is required in the PCC Customer Feedback Log and details of our feedback procedures are outlined in our **Customer Feedback and Complaints Process**. All feedback is designated to a manager responsible to the relevant area who will take appropriate action to ensure that the issue is resolved to the satisfaction of the customer.

2. PROCEDURE

The PCC Quality Team are responsible for analysing feedback data on a monthly basis. The data analysed are all elements of feedback arising from the PCC Customer Feedback Log. Collectively, the Quality Team log all corrective and preventative actions in the PCC Quality Improvement Plan Log (QIP). Each action is assigned a unique QIP reference number and the action required is detailed along with a target date for closure. The process illustrated below:



Corrective and Preventative Actions:

At the monthly Quality Team meeting, QIP actions which can be resolved within a short time frame are assigned to the responsible manager and assigned a target closure date. The Quality Team leader will verify that the QIP is complete before closing the QIP action on the log. In the event that the QIP action requires a process amendment and review or further evaluation from senior management, the QIP recommendation and proposed solution is outlined in the monthly Customer Feedback and QIP report which is tabled at the monthly PCC Management Group Meeting. On receipt of agreement and approval from senior management, the QIP is assigned to the relevant manager and assigned a target closure date. The Quality Team leader will verify that the QIP is complete before closing the QIP action on the log.

CONTINUAL IMPROVEMENT PROCESS

Continual Improvement Monthly Review:

As referred to earlier, all corrective and preventative actions logged in the QIP are reported to PCC senior management on a monthly basis at the PCC Management Group meeting. A summary report is presented at this meeting by the Quality Team leader outlining the following:

- Summary of all customer feedback received in the last period
- Summary of all outstanding QIPS
- Summary of corrective and preventative actions that required discussion, agreement and decision

Continual Improvement Annual Review:

As outlined in the PCC Quality Manual, the PCC QMS is reviewed on an annual basis. The agenda of this meeting includes review of the QIP and the status of outstanding matters. The review also examines the key trends arising from the PCC Customer Feedback Log and corrective action trend summaries.

3. RECORDS

The records of this process are located on the T-drive under quality management development. All records relating to this process will be kept indefinitely.

4. PROCESS VERIFICATION

Evaluation of the Continual Improvement Process is carried out using internal and external quality audits. Changes to the process are put in place as required and as appropriate.

Version History

Version	DATE OF ISSUE	DESCRIPTION OF CHANGE	OWNER
1	30/03/15	Initial release	John O'Rourke