

Quality Fact Sheet

April 30 , 2009



Corrective Action

Corrective actions are taken to fix or improve identified issues to keep them from happening again. In order for corrective actions to be effective, issues need to be clearly understood and analyzed to determine their cause.

Effective corrective actions result in improved performance of the processes and the organization and allow us to accomplish work more efficiently. For more information on corrective actions and the issues management process.

Contact your [Quality Representative \(QR\)/Quality Assurance Coordinator \(QAC\)](#) to discuss corrective actions your organization can take that will result in continuous improvement.

Preventive Action

Preventive actions are taken to minimize the occurrence of problems, issues, and nonconformances. In order for preventive actions to be effective, situations need to be clearly understood and analyzed to determine the potential for problems, issues, or nonconformances to occur. Once analyzed, specific preventive actions can be determined and put into place.

Effective preventive actions result in improved organizational performance and the reduction of the occurrence of problems, issues, and nonconformances thus reducing variation in the end product or service.

Contact your [Quality Representative \(QR\)/Quality Assurance Coordinator \(QAC\)](#) to discuss preventive actions your organization can take that will result in continuous improvement.

ORNL Contact

Please contact the Quality Programs Manager, [Steve Alvanas](#) or call 241-3362 if you have questions about quality processes, services or tools.

Note: *Implementing ISO 9001 is a Laboratory-wide effort, and the ISO Project Team wants your input. If you have any questions, concerns or recommendations related to this effort, send them to iso9001@ornl.gov. The team will respond to your correspondence either directly or in future ORNL Today messages.*