International Tower Lighting, LLC investigates the cause of field returns, repairs, customer complaints and nonconforming products and applies effective corrective actions to prevent their recurrence. Corrective actions are also taken as a result of identification of trends.

The QA Representative responsible for corrective actions involving a vendor will be either the President or the V.P. Engineering. The QA Representative responsible for corrective actions involving customers will be the President, V.P. Engineering or Sales Manager. The QA Representative responsible for all other corrective actions will be the President or V.P. Engineering.

Corrective Action Request

Corrective Actions are documented using a Corrective Action Request form. The process flow for the corrective action program is as follows:

1) Document the nonconformance using a Corrective Action Request form.
2) Clearly identify any nonconforming product with a Nonconformance Tag for in-process product or with an RMA form for field returns.
3) Physically segregate nonconforming product from conforming product.
4) Disposition the nonconformance using one of the following:
    a) Return to vendor.
    b) Rework.
    c) Repair.
    d) Scrap.
    e) Use As-is (nonconformance proved to be invalid)

    Note: Reworked and Repaired product must be re-inspected for compliance with applicable test procedures.
5) Identify actions taken to contain the nonconforming product.
6) Identify the root cause of the nonconformance.
7) Identify the corrective action to be taken.
8) Document the dates of containment and completion of corrective action.
9) Review previous corrective actions to identify recurrences and trends. A separate corrective action request should be initiated on identified trends.
10) When appropriate the Quality Assurance Representative will issue a separate corrective action request to the vendor. A follow up date will be documented and executed by the QA Representative.
11) When appropriate the QA Representative will follow-up with the identified customer.
12) Corrective Action Requests are closed and filed upon approval of the Quality Assurance Representative.

Reference

SOP11: Control of Non-Conforming Material
SOP13: Handling, Packaging & Storage

Revision	Description of Change	Date	Preparer / Approval
1	Initial Release	9/9/04	Prepared By: Andy Rudolph Approved By: Roberto Schipp
2	Corrected typographical errors.	6/21/05	Prepared By: Andy Rudolph Approved By: Roberto Schipp
3	Update address	1/10/11	Prepared By: Andy Rudolph Approved By: Roberto Schipp
4	Updated ITL Logo	6/1/12	Prepared By: Elke Hinson Approved By: Andy Rudolph
5	Updated address	10/26/2015	Prepared By: Elke Hinson Approved By: Andy Rudolph