1.0 PURPOSE:

1.1 This document defines the process followed when a Preventive Action Request (PAR) Form is received by the BCPS Quality Management System Office.

1.2 The preventive action process provides methodologies to ensure that the causes of potential nonconforming conditions are reviewed and appropriate actions taken to eliminate those causes which may lead to the occurrence of a nonconformity or other undesirable situation.

1.3 The preventive action process allows BCPS employees to identify potential problems which may lead to the occurrence of a nonconformity or other undesirable situation within the Quality Management System in order to prevent their occurrence.

1.4 This process supports BCPS Blueprint for Progress Performance Goal(s): 7

2.0 SCOPE:

2.1 This process begins with the receipt of a Preventive Action Request Form and includes the:

- tracking methodologies and the assignment of potential problem ownership;
- determination of the type of action required, action and implementation, communication with the requestor; and
- review at Management Review Team meetings.

2.2 Concerns not appropriate to this process include individual personnel, contractual, and vendor supplies/service issues. Vendor supplies/service issues should be addressed using the “Procurement of Goods and Services Process” and associated procedures.

2.3 Prior to submitting a Preventive Action Request, employees are encouraged to seek resolution to potential problems by contacting the appropriate personnel at the school and/or central office department level.

2.4 Potential problems may be identified by, or brought to the attention of, any employee of Baltimore County Public Schools. Examples of information which may result in an employee initiating a preventive action request may include, but are not limited to, opportunities for improvement identified through QMS audits (internal and external), outputs from Management Review, and the analysis of data regarding QMS records, process measurements, customer feedback surveys, stakeholder concerns, and student achievement.
3.0 RESPONSIBILITY AND AUTHORITY:

3.1 Process Responsibility: The Management Representative and QMS Coordinator serve as the process owners who have final authority on all process activities and requirements.

3.2 Document Approval Authority: The Superintendent has final authority to approve the issue and/or changes to this document.

4.0 TERMS AND DEFINITIONS:

4.1 MRT - Management Review Team

4.2 PAR – Preventive Action Request

4.3 Preventive Action – Action taken to eliminate the cause of a potential nonconformity or other undesirable situation.

4.4 Problem Owner(s) – The individual(s) identified as being the owner(s) of the process and having the authority to eliminate the cause of the potential problem identified in the Preventive Action Request.

4.5 Requestor – Any BCPS employee requesting a preventive action.

5.0 PROCEDURE:

5.1 Once identifying a potential problem which may require preventive action, the requestor completes Section 1 of the Preventive Action Request Form and submits it to the QMS Office along with any supporting documentation, e-mails, lists, occurrences, etc.

5.2 Upon receipt of the Preventive Action Request Form, the QMS Coordinator determines the reasonableness and credibility of the request. The QMS Coordinator or designee ensures the information provided is complete and accurate and, if needed, contacts the requestor for additional information/clarification. The QMS Coordinator assigns the form a control number and enters the information into the Preventive Action Request Log.

5.3 The QMS Coordinator, in consultation with the Co-Management Representative, if needed, determines the potential problem owner. The QMS Coordinator files a copy of the PAR and forwards the original to the potential problem owner. The QMS Coordinator also contacts the requestor to let them know the PAR has been received and forwarded to the potential problem owner to be addressed.
5.3.1 The Management Representative or designee may appoint a MRT member to assign a work team for preventive action, if necessary. That work team will then be designated as the potential problem owner.

5.4 The potential problem owner will determine, and indicate in Section 2 of the Preventive Action Request Form, what, if any, action is necessary to prevent the occurrence of a nonconformity. Preventive action shall be appropriate to the effects of the potential problem.

5.4.1 The action required is implemented by the potential problem owner or designee and the PAR Form is returned to the QMS Office.

5.5 Upon receipt of the PAR Form, the QMS Coordinator reviews the preventive action, verifies that the specified action has been implemented, and follows up with the requestor to determine satisfaction with the resolution of the Preventive Action Request.

5.5.1 The Preventive Action Request Log is updated to indicate the status of the Preventive Action Request.

5.6 The Management Review Team, as an agenda item, reviews Preventive Action Request data.

5.7 PARs are also reviewed as part of the QMS Audit Process.
6.0 FLOWCHART:

Core Business Processes

Support & Improvement Processes

Requestor identifies potential problem, initiates PAR form, and sends to QMS Office

Assign control number and enter info in PAR Log

Identify potential problem owner and send PAR

Investigate and determine action necessary

Document plan of action and implementation date on PAR form and return to QMS Office

Review preventive action and verify implementation

Close PAR by completing Section 3 of PAR form and updating PAR Log
7.0 PROCESS MONITORING AND MEASUREMENT METHODS:

<table>
<thead>
<tr>
<th>Process Objective(s)</th>
<th>Information or Data Collected</th>
<th>Review/Report Cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process Preventive Action Requests in an effective and efficient manner</td>
<td>Data regarding number of requests, time from receipt to closing of PAR</td>
<td>QMS Audits and Management Review</td>
</tr>
</tbody>
</table>

8.0 ASSOCIATED DOCUMENTS:

8.1 Preventive Action Request Log
8.2 Preventive Action Request Form

9.0 RECORD RETENTION TABLE:

<table>
<thead>
<tr>
<th>Name</th>
<th>Responsibility</th>
<th>Where Stored</th>
<th>Protection</th>
<th>Retention</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive Action Request Log</td>
<td>QMS Coordinator</td>
<td>Electronic on QMS office computer</td>
<td>Electronic on QMS network drive</td>
<td>On-going</td>
<td>N/A</td>
</tr>
<tr>
<td>Preventive Action Requests</td>
<td>QMS Coordinator</td>
<td>Hardcover in QMS office files</td>
<td>Secured office</td>
<td>Minimum of three years</td>
<td>Discard as desired</td>
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</table>

10.0 DOCUMENT REVISION HISTORY:

<table>
<thead>
<tr>
<th>Date</th>
<th>Description of Revision</th>
</tr>
</thead>
<tbody>
<tr>
<td>06/16/2009</td>
<td>Initial Release</td>
</tr>
<tr>
<td>12/22/2009</td>
<td>Correctly identify the Preventive Action Request Log document title in Sections 5.2 and 5.5.1; clarify record protection location in Section 9.0.</td>
</tr>
</tbody>
</table>