

EOTA – Business Process



Document Title:

Process/Continual Improvement

Document Number:

P-012 Rev 11_0406

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Parent Document:
Q-001 Quality Manual

Notify of Changes:
EOTA Staff

Referenced Document(s):

F-016 Process/Continual Improvement Form, P-001 Document Control Process, P-008 Corrective Action and Preventive Action, P-004 Business System Management Review

Revision History:

Rev.	Description of Change
08_0314	Initial Release
11_0119	Changed process to reflect Improvement Opportunities; changed Document Controller to QAM.
11_0406	Changed verbiage in process for clarification.

I. Purpose

To define the process for providing recommendations/comments and implementing improvements to the Business Management System processes, instructions, and forms.

II. Scope

This process applies to EOTA staff interested in providing process and supporting documentation recommendations and/or comments for improvement.

III. Responsibility

EOTA Staff – Responsible for proposing identified improvements to various documents/processes.

Integration Group (IG) member – Responsible for reviewing the processes, instructions, and forms associated with the Business Management System. Additionally responsible for review of submitted F-016, Process/Continual Improvement Forms related to their functional area to determine the feasibility of implementing the recommendation and coordinating a response to the submitting individual.

Managers/Leads/Designee – Responsible for providing the applicable IG member with the submitted Process/Continual Improvement Form for review and coordinating feedback to the individual submitting the Process/Continual Improvement Forms (including acceptance/rejection comment).

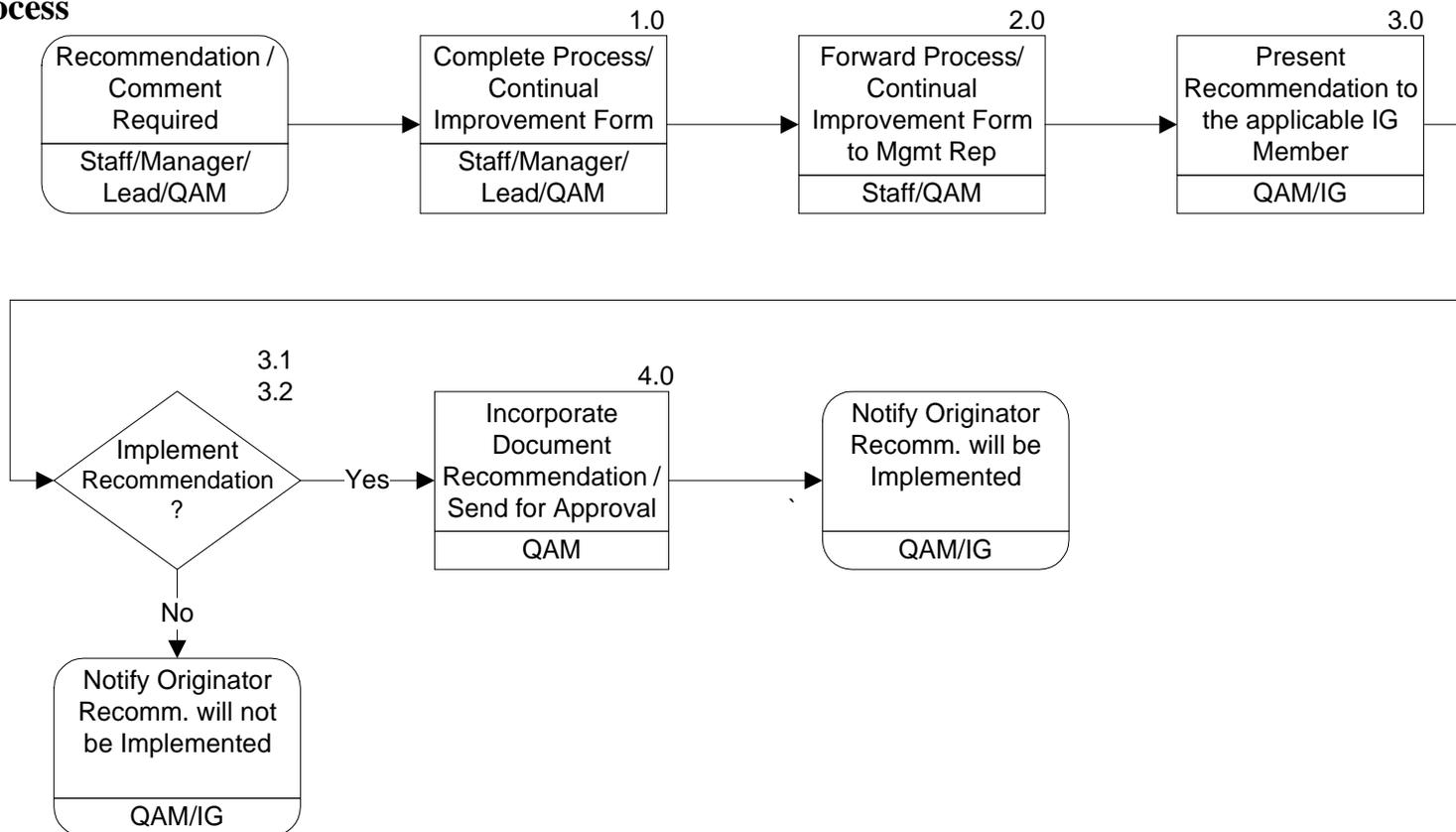
Quality Assurance Manger (QAM) – Responsible for processing applicable document revisions in Q-Pulse or other form of communication for approval.

IV. Definitions

Documents – All processes, instructions, and forms associated with a Process/Continual Improvement submission.

Improvement Opportunity (IO) – Improvement Opportunity used to identify and manage improvements and employee suggestions. Improvement Opportunities are recorded in the IO module of Q-Pulse using “Improvement /Suggestions” or “Employee Suggestion” as the source.

V. Process





Process improvement actions/opportunities will be actively solicited by functional area managers or QAM with the support of the EOTA Program Manager.

The QAM, working with the IG members, will arrange process and supporting document review meetings to confirm the document currency and to solicit staff input for recommendations/comments. These meetings are a means to proactively address improvement requirements that will benefit the EOTA and its staff. The QAM will identify areas to be reviewed prior to the scheduled meetings.

1.0 Complete Process / Continual Improvement Form

As a result of a required recommendation/comment, the identifying staff member will complete F-016, Process/Continual Improvement Form with assistance as needed from the Manager/Lead/QAM.

2.0 Forward Process / Continual Improvement Form to Management Representative

The identifying staff member will forward the completed F-016, Process/Continual Improvement Form to the QAM. *Note: The QAM will maintain a record of the submitted forms as defined on REG-003, Record Register.*

3.0 Present Recommendation to the IG

The QAM will present the completed F-016, Process / Continual Improvement Form to the IG for review, recording applicable information. The IG will determine the feasibility of the recommendation, make an implementation determination, and document the implementation determination rationale as applicable.

3.1 If the IG, working with the applicable area Management, agrees to implement the recommendation, the QAM will notify the recommendation originator and proceed to Step 4.0

3.2 If the IG, working with the applicable area Management, does not agree to implement the recommendation, the QAM will record the “Response Date” and notify the individual that the recommendation will not be implemented, and

provide rationale. *Note: The reason for not implementing the recommendation will be discussed with the IG for concurrence prior to communication to the individual.*

4.0 Incorporate Document Recommendation / Send for Approval

The QAM will record the “Response Date” and review the accepted recommendation with functional area Management. Determination of the degree of effort and timeframe requirements will be made and identification of the need for a CAR/PAR or IO to monitor the progress of the improvement through closure. The CAR/PAR, if required, will be processed using P-008, Corrective/Preventive Action process and F-016, Process/Continual Improvement Form. *Note: Minor improvements may not require a CAR/PAR/IO.*

The QAM, working with the individual, IG and applicable functional area management (as required), will revise or generate the applicable documents and send them to QAM for review using P-001, Document Control Process. The QAM will report on the status of the Process / Continual Improvement / Improvement Opportunity submissions as a sub-set of P-004, Business System Management Review process.