

QSR-131: IMPROVEMENT REQUEST

SECTION 1: Report of Issue

Submitted By: _____

Date: _____

Customer: _____

Phone: _____

Description:

INSTRUCTION: The originator shall fill out section 1 as completely as possible and submit the form to the Quality Manager (QM). Use as much detail as possible relating to the issue.

SECTION 2: Assignment

QMS Serial #: _____ Responsible Manager: _____

CH₂O, Inc. Error: Yes No

Quality Category (QC): _____

INSTRUCTION: The QM will log the QSR-131 (G:\Word6\ISO Documents\QSR 131 Log\Log.Electronic), and complete section 2 of the form. The QSR-131 will be forwarded to the responsible manager (RM).

SECTION 3: Evaluation & Correction (immediate)

Is the CH₂O, Inc. Error status correct in Section 2? Yes No Revised Error status: _____

Is the Quality Category correct in Section 2? Yes No Revised Quality Category: _____

RM: _____ Date: _____

INSTRUCTION: See instructions for Section 3 on the next page...

INSTRUCTION (Section 3): RM shall review & evaluate the information in Section 1 and correct any problem as soon as possible. The RM will document evaluation & remediation actions, and sign/date where indicated. RM will evaluate the Quality Category and CH₂O, Inc. Error status assigned in Section 2 and indicate whether they are correct; if not, document proper information. If additional space is needed to respond, a form is located at G:\Word6\ISO Documents\Forms\QSR 131 Section 3 Additional Information for this purpose. If the report is not a CH₂O, Inc. error no further action is required; forward the report to the QM. If the report is marked a CH₂O, Inc. error, further action is required.

RM will evaluate whether the issue is related to the Environmental Management System (EMS) or Food Safety Management System (FSMS), and circle the pertinent listing in Section 6 to signify a distribution requirement.

SECTION 4: Reassignment For Further Action (if pertinent)

Responsible Manager: _____ Date: _____

INSTRUCTION: Most often the initial RM will be responsible for further action and proceed with section 5. If the initial RM is not the proper party for further action, they will forward the QSR-131 to the QM, who will log the form flow and forward the form to the proper RM for completion. If the next RM is either the ESM or FSM, the QM will close out the form and forward a copy to the ESM or FMS, as pertinent.

SECTION 5: Root Cause Analysis (attach additional pages if necessary):

Preventive Action(s): _____

Completed By: _____ Date: _____

INSTRUCTION: The RM for Section 5 will determine and document the root cause. NOTE: Quite often additional space is needed to respond to this section. An option response fillable form is located at G:\Word6\ISO Documents\Forms\QSR 131 Section 5 Additional Information for this purpose. After root cause determination, the RM will determine, effect, and document the Preventive actions taken. Note that an "action plan" may suffice for effective preventive action. The RM will sign/date Section 5 and return the form to the QM. NOTE: Preventive actions are taken to resolve an issue at the root cause, so it will not recur.

SECTION 6: Form Closure & Distribution

Date Closed: _____ By: _____

Distributed To: Originator Sales Mgr. ESM FSM

INSTRUCTION: The QM will ensure the form has been fully completed and document Section 6 information; completion date of the form, and that proper distribution of the form. The closed form original will be retained for later management review at the QSRC meeting.