

## Corrective Action Responses for the Botta Boom Case Study

Refer to the Botta Boom Case Study Answers for each N/C Number and associated Finding of N/C Statement.

### **N/C Number: BB-008, Case 7**     *[Contract changes not effectively communicated]*

Brian Murphy's response to the Finding is that the individuals needing to understand contract requirements had not been trained in contract flow down. He states that individuals have now been instructed in the specific requirements of the contracts they are working on.

### **N/C Number: BB-011, Case 9**     *[Obsolete Work Instructions in use]*

Al Stevens replies to the Finding by saying that the Engineer was too busy to update work instruction files as required. They have corrected the situation by obtaining Revision C of WI 8.3.4-1 and replacing the old copy. He concludes by saying that he is not aware of any other occurrences of this situation and since the auditor did not report any other instances, no systemic actions are required. In addition, the individual involved has been reprimanded for failure to follow company procedure and his personnel file has been annotated.

### **N/C Number: BB-012, Case 9**     *[Review and risk assessment records for design changes not kept]*

Al Stevens answers this Finding by stating that the Project Engineer interviewed was not trained in Botta-Boom's design process. He has reminded Project Leaders to keep him and other Team Members informed regarding design changes during development. He has no other action planned and believes that actions already taken will solve the problem. To quote him exactly: "If we have to keep filling out paperwork all the time, we'll never get our products to market on time. You ought to evaluate that in your next audit."

### **N/C Number: BB-001, Case 1, 7**     *[Nonconforming product tags not used per procedure]*

David Cooper and Karin Khanna worked together to address this Finding. They found that training was not provided when the new procedure was implemented and employees were following the old process using yellow Hold tags. In response, a large sign was placed next to the N/C Area stating "Any item placed in this area must have a RED Nonconforming Product (NCP) Tag. See OP 8.7." A box with Red NCP Tags was placed next to the sign. All items in the N/C Area were retagged by 10/9/17. All employees are scheduled to receive training on OP 8.7 within the next 30 days. Training is to be given by Karin Khanna. Additionally, the new Process Change procedure OP 8.5.6 was modified to ask if any employees are affected by the change, and if yes, have plans been made to provide training?