

DEMOCRITUS UNIVERSITY OF THRACE
QUALITY ASSURANCE UNIT



ΔΗΜΟΚΡΙΤΕΙΟ ΠΑΝΕΠΙΣΤΗΜΙΟ ΘΡΑΚΗΣ
DEMOCRITUS UNIVERSITY OF THRACE

IQAS PROCEDURE
D-4.3 CORRECTIVE ACTIONS



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1 PURPOSE

The purpose of the procedure is to describe the manner in which corrective actions are planned, implemented and evaluated, in order to achieve continuous improvement of the quality of academic, research, technical and administrative operations.

The Institution's goal is the continuous vigilance to identify all potential sources of deviations, as well as the opportunities for correction and improvement at the organisational, operational and technical level.

2 IMPLEMENTATION STEPS

2.1 Triggers for Corrective Actions

RESPONSIBLE: All personnel

RECORD:

DESCRIPTION:

Corrective actions may be triggered, for instance, by:

- an initiative by the Management or personnel's proposals,
- complaints and requests for corrective actions from interested parties,
- recommendations by the Student Ombudsman, the Gender Equality Committee etc.,
- identification of nonconformities within the Institution,
- findings of internal and external audits,
- risks and opportunity analysis,
- IQAS review by the Management,

and may relate to (for example):

- improvement of the IQAS and its processes,
- improvement of services provided to students,

- review of resource allocation,
- establishment of new quality objectives etc.

2.2 Corrective Actions Record

RESPONSIBLE: QAU-DUTH

RECORD: E.4.3-01

DESCRIPTION:

To facilitate the monitoring and coordination of corrective actions, QAU-DUTH completes the Corrective Action Monitoring form (E.4.3-01).

2.3 Corrective Action Planning

RESPONSIBLE: QAU-DUTH

RECORD: E.4.3-01

DESCRIPTION:

When a nonconformity occurs, QAU-DUTH in collaboration with the IEGs:

- collects the necessary information regarding the observed nonconformity,
- investigates the root causes (interested parties' requirements, specifications, test methods, procedures, training, procurement, equipment, verification, etc.) and
- proposes corrective action.

The action with the highest probability of eliminating the problem and/or preventing its recurrence is selected and implemented.

The corrective action decided upon is always appropriate to the magnitude and imminence of the problem.

In every case, an analysis is conducted to determine whether the action in question will affect the structure and operation of the rest of the Internal Quality Assurance System and what additional actions (which are also recorded in form E.4.3-01) must be taken to ensure the

smooth operation of the Institution, compliance with the IQAS and the mitigation of any adverse effects.

2.4 Approval and Implementation of Corrective Actions

RESPONSIBLE: Heads of Departments, QAU-DUTH

RECORD: E.4.3-01

DESCRIPTION:

The Head of Department approves the proposed corrective action and determines the responsible parties and the timeframe within which it must be developed and implemented. In addition, QAU-DUTH monitors the implementation of the corrective action and is responsible for incorporating any changes arising therefrom into the documentation of the IQAS (Manual, Procedures, Forms).

2.5 Verification of Corrective Actions – Internal Audits

RESPONSIBLE: Heads of Departments, QAU-DUTH

RECORD: E.4.3-01

DESCRIPTION:

QAU-DUTH is responsible for verifying that the corrective action has been implemented and that it is effective in addressing the nonconformity. It is also its responsibility to accordingly notify the Institution's Management. If the action taken proves to be ineffective, it is redesigned until the required objective is achieved. In general, if the identification of nonconformities and the implementation of the corresponding corrective actions raise concerns as to the Department's compliance with the policy and procedures, an internal evaluation of the corresponding activities follows.

3 SCHEDULE

Throughout the entire duration of the Internal Quality Assurance System implementation.

4 RELATED DOCUMENTS

5 DOCUMENTATION - RECORDS

CODE	TITLE	DIGITAL RECORD	RETENTION PERIOD	RESPONSIBLE FOR MAINTENANCE
E.4.3-01	Corrective Actions	✓	indefinitely	QAU-DUTh

6 RESPONSIBILITIES

6.1 QAU-DUTh is responsible for drafting and revising the present Procedure.

7 DEFINITIONS

There are no definitions in the present procedure.

8 WORK INSTRUCTIONS

9 FLOWCHART

