



QACP 17 - MEASUREMENT AND ANALYSIS OF PERFORMANCE

PURPOSE:

To ensure that quality management system performance is measured and analyzed to establish means of continual improvement.

SCOPE:

All areas of the quality management system.

DEFINITIONS:

None

RESPONSIBILITIES:

The President is responsible for ensuring continual improvement of the quality system.

The General managers and Department Managers are responsible for analysis of products and processes within their areas of responsibility.

The Management Representative is responsible for analysis of the effectiveness of the Quality System.

REFERENCES:

Feedback Log



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PROCEDURE:

17.1 Process Links

Process Inputs	Process Activities	Process Outputs
<i>Customer Related Processes</i> <i>Improvement Process</i> <i>Inspecting and Testing Process</i> <i>Internal Audit Process</i> <i>Control of Nonconforming Product Process</i>	Performance Analysis	<i>Improvement Process</i> <i>Management Review Process</i>

17.2 General

- 17.2.1 Triton collects and analyzes appropriate data to determine the suitability and effectiveness of the Quality Management System and to identify improvements that can be made. This includes data generated by measuring and monitoring activities and other relevant sources.
- 17.2.2 The data is analyzed to provide information on customer satisfaction and/or dissatisfaction, conformance to customer requirements, characteristics of processes and product, and suppliers.
- 17.2.3 Data analysis includes identification of trends to permit preventive action when appropriate.

17.3 Customer Feedback

- 17.3.1 All customer feedback, positive and negative, that impacts on the ability to provide customer satisfaction is recorded in the Feedback Log as per QADP 1 (Customer Related Processes).

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- 17.3.2 Details of customer complaints and suggestions are taken, whenever possible, by the employee first receiving the complaint or suggestion and recorded in the Feedback Log. The employee initiates action, or informs their General Manager or Department Manager of the feedback to determine if further action is warranted. Such action is controlled using the corrective and preventive action procedures as per QACP 11 (Improvement Process).
- 17.3.3 All feedback recorded in the Feedback Log is signed off by the General Managers or Department Managers at the completion of any action or to indicate that no action is required.
- 17.3.4 Customer satisfaction is monitored proactively through telephone surveys or personal meetings. Means of improving product and/or service is discussed with all major customers at least every six months, and with other regular customers once each calendar year.
- 17.3.5 The Management Representative analyzes the feedback and initiates Corrective and/or Preventive Action as required for products for which they are responsible.
- 17.3.6 The General Managers and Department Managers ensure that they determine the status of their customers' satisfaction proactively at least once every six months. The results are recorded. Outside Sales Representatives are responsible for analyzing the information received and initiating any action that is appropriate.
- 17.3.7 The General Managers and Department Managers are responsible for monitoring the overall satisfaction of customers.
- 17.3.8 A summary of the analyses of customer feedback and the results of action taken is presented to each Quality Management System Review. Triton uses the information to set goals and objectives for customer satisfaction. The success in meeting these goals and objectives is reported to the following Quality Management System Review.

17.4 Monitoring of Processes

- 17.4.1 Triton monitors processes and measures performance to evaluate their effectiveness and identify areas for improvement.



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17.4.2 General Managers and Department Managers) are responsible for setting their own quality performance objectives that are consistent with the corporate goals and objectives. Objectives are posted on Company notice boards. All employees within a department understand the goals and objectives and how their work impacts on the success of the department in meeting the objectives.

17.4.3 Departmental performance is analyzed and the performance against objectives measured and reviewed monthly by the General Managers or Department Managers. This includes evaluation of inspection and verification records and monitoring of causes of nonconforming product. Corrective and/or Preventive Action is initiated as required.

17.5 Monitoring of Product

17.5.1 Product is inspected, tested and verified as per QADP 7 (Inspection and Testing Processes).

17.5.2 The General Managers or Department Managers are responsible for ensuring that products are shipped and monitor product conformance to customer requirements.

17.5.3 Customer feedback is used to monitor the continued performance of product after it has been accepted by the customer. Feedback is continually monitored to ensure that applicable information is considered in the design input of future projects.

17.6 Suppliers

17.6.1 The Purchaser is responsible for analyzing data to ensure the effectiveness of the purchasing process, including the approval of suppliers and monitoring of their performance.