



Correct! Prevent! Improve!: Driving Improvement through Problem Solving and Corrective and Preventive Action, Revised Edition

Jeanne Ketola, Kathy Roberts

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Now updated to ISO 9001:2008!

This book is a concise, step-by-step guide that takes the reader through a basic problem-solving process, describing how the concepts of corrective and preventive action are incorporated into this process. An excellent reference for developing, implementing, and maintaining a Corrective and Preventive Action System, this book is designed to help organizations understand the key components that will help them achieve results for their organization. The book covers the philosophy of continual improvement by describing how to use data found within the organization to drive improvement and also provides a useful orientation to corrective and preventive action requirements found within ISO 9001:2008. Practice problems and case studies help the reader apply their knowledge inside their own organization and can be applied to any industry. Useful forms and flowcharts provide a basic toolkit for improvement. This book will be a helpful to anyone who needs to lead or facilitate problem-solving teams or those who need to implement and maintain corrective and preventive action systems whether you are a quality manager, quality technician, or an ISO coordinator. Examples included in this book can be applied to various industry segments including service, health care and education.

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