

Quality Alert Program

Quality Assurance



TECO   **Westinghouse**

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What is a Quality Alert Program?

Method of communication and education, both internally and externally.

A Quality Alert may be a result of:

- A customer concern
- A problem in a process
- Identification of potential problems
- Opportunities for improvement

Criteria for Consideration

Opportunity for improvement as a result of:

- Supplier Deviation Request (SDR)
- Error Appraisal Notice (EAN)
- Corrective Action Docket (CAD)
- Supplier Corrective Action Record (SCAR)
- Field Assistance Report (FAR)
- Trend analysis having cross-functional impact
- Management direction

General Guidelines

- Designed for items less than a corrective/preventive action but may be done in conjunction
- Will not replace the Error Appraisal Notice (EAN) or Supplier Deviation Request (SDR)
- Used as an awareness training & education for process improvement across functions
- Not used to assign blame

Input Process

- All inputs are sent to the Quality Assurance Inspection Team Leader
- Quality Assurance & Operations will meet to decide if the alert meets the criteria for consideration/general guidelines
- TWMC-247 will be completed & photos included

Distribution

- Shop Supervisors & Team Leaders
- Quality Assurance Group
- Warranty Group
- Wind Operations Group
- Purchasing Group
- Suppliers as Applicable
- Posted on Communication Boards (one month)