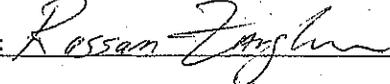
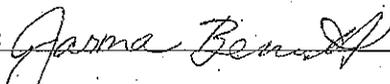
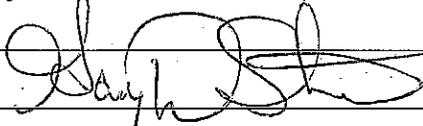


October 30, 2007

REVISED: 10/15/07

Approved By: 	
Title: CIWQS SOP Lead	Date: 10/30/2007

Approved By: 	
Title: CIWQS Business Rules Team Co-Chairperson	Date: 10/30/07

Approved By: 	
Title: CIWQS Business Rules Team Co-Chairperson	Date: 10/30/07

CALIFORNIA INTEGRATED WATER QUALITY SYSTEM CORRECTIVE ACTION FOR PROCEDURAL ISSUES

1.0 PURPOSE

This *Corrective Action* Standard Operating Procedure (SOP) describes how procedural issues will be tracked and addressed. Data and California Integrated Water Quality System (CIWQS) system issues are addressed by the CIWQS SOP: *Formal Data Cleanup of the CIWQS Online Database*. All technical issues are tracked using the CIWQS software tracking tool, Mantis. All other issues in violation of the QAP, CIWQS business rules, and relevant SOPs will be reported according to this SOP.

The associated *Corrective Action Report* (Appendix A) allows the tracking of individual failures, as well as recurrences that may be evidence of a systemic deficiency.

2.0 RESPONSIBILITIES

The group reporting the corrective action is responsible for completing the *Corrective Action Report* (Appendix A) and following through with the proposed corrective action. The Statewide CIWQS Coordinator is responsible for the review and approval of the proposed corrective action.

3.0 PROCEDURE

The party reporting the corrective action should complete the *Corrective Action Report* (see Appendix A) or forward to the Statewide CIWQS Coordinator the text required to complete the form. The information on the form should include the reporting party and date, as well as the following three components of the corrective action process:

- Occurrence: the event necessitating the corrective action report
- Corrective Action: the update or improvement that is necessitated by the occurrence
- Follow-up: the confirmation that the corrective action was effective and complete

The person reporting the issue completes the Occurrence portion of the form. As appropriate, the Statewide CIWQS coordinator and QA Team Leader propose corrective measures to the Business Rules

October 30, 2007

REVISED: 10/15/07

Team (BRT). The Statewide CIWQS Coordinator records the BRT decision in the Corrective Action portion of the form and documents any follow up required in the Follow-Up section.

Prior to implementation the proposed corrective action must receive signed approval by the QA Team Leader and the Statewide CIWQS Coordinator. Their signed approval of the follow-up is also required to officially close the report.

4.0 DOCUMENTATION

In accordance with CIWQS SOP: *Document Management*, a copy of each *Corrective Action Report* should be kept on file by CIWQS for at least five years. In addition, a copy of all completed corrective actions forms will be posted on the Intranet. The QA Team Leader will review the file on an annual basis to develop the Quality Assurance Reports and to evaluate QA Plan implementation.

Corrective Action Reports will be summarized annually as part of each *CIWQS Quality Assurance Report*. The latter is described in the CIWQS SOP: *Quality Assurance Reports*.

5.0 CORRECTIVE ACTION

If reviews or procedural changes require the modification or replacement of an existing *Corrective Action Report*, re-approval must be obtained according to this SOP.

Violations of this SOP will be reported according to the CIWQS SOP: *Corrective Action*.

6.0 REFERENCES

Formal Data Cleanup of the CIWQS Database. California Integrated Water Quality Management System Standard Operating Procedure. October 30, 2007.

Quality Assurance Reports. California Integrated Water Quality Management System Standard Operating Procedure. October 30, 2007.

California Integrated Water Quality System
Corrective Action Report

Please complete parts A – C of this form.

A. Corrective Action Report Date: _____

B. Reporting Party: _____

C. Occurrence:

Parts D – G will be filled out, as appropriate, by the Statewide CIWQS Coordinator.

D. Corrective Action:

E. Proposed Corrective Action Approval: _____ Date:

F. Follow-up:

G. Follow-up Approval: _____ Date: