

ASSET CREATION DEVELOPER PROCESS

PROCEDURE FOR PROVIDERS - ADDRESSING A NON-CASE CAR

PROVIDER PROCEDURE – ADDRESSING A NON-CASE CAR

1. Overview

1.1. Objective

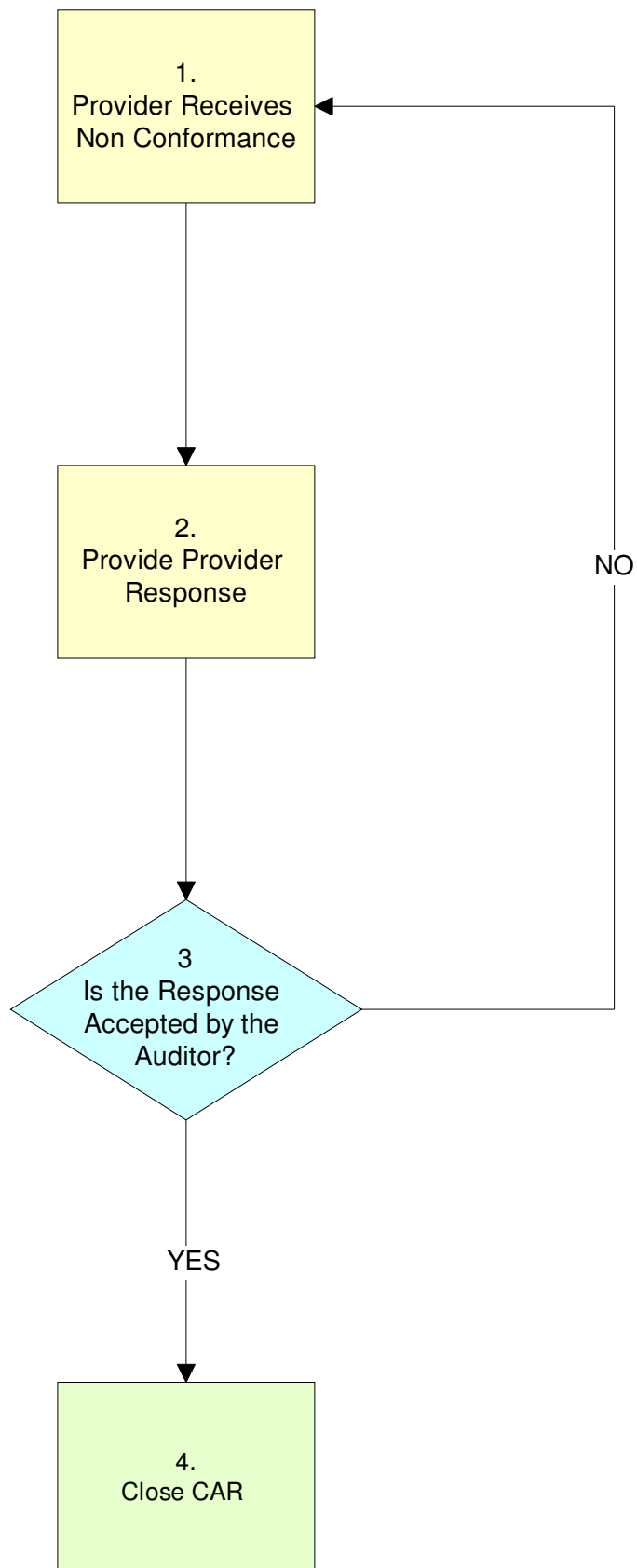
Throughout the course of a developer project a Sydney Water auditor may come across problems or faults in the manner in which products, services and documentation are delivered by Provider(s) to the Asset Creation Developer Process (ACDP) for non-case (e-Developer) related projects. The auditor records these problems and faults as a “non-conformance” on a Corrective Action Request (CAR) form and enters the details into their relevant CAR database.

This process ensures the necessary data is captured to enable Sydney Water to assess and monitor the capability and performance of its Providers.

1.2. Scope

This procedure documents the process for Providers to use when addressing CAR's raised by a Sydney Water auditor **for non-case projects** where the Provider is subject to an audit of their services. This applies where the Provider has not complied with the codes, work instructions, legislation, standards etc.

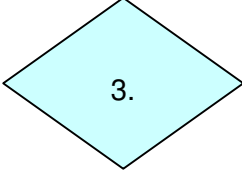
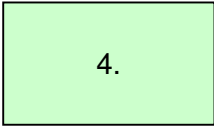
This procedure does **not** include CAR's raised on e-Developer case related projects.

ADDRESSING A NON-CASE CAR - FLOWCHART:**DOCUMENT UNCONTROLLED IF PRINTED OR DOWNLOADED.**

ADDRESSING A NON-CASE CAR – PROCEDURE:

STEP	PROCEDURE
1.	Provider Receives Non Conformance 1.1 You will receive an email advising of a Non-case Corrective Action Request (CAR). The CAR will be attached to that email - an example is shown at the end of this appendix with details provided by the auditor shown in italics. Note: “Non- case” CARs are for work that is NOT done under an eDeveloper Case. 1.2 To open the attachment, you first need to set the security in Microsoft Word to low. To do this, open Microsoft Word then go to the toolbar at the top of the screen and select Tools/Macro/Security. Select the last option (Low). 1.3 Save a copy of the CAR form to your own computer. Go to Step 2.
2.	Provide Provider Response 2.1 You will provide your response on that CAR form. Your response will depend on whether this is the first time the CAR has been issued to you. The following steps advise how to respond to each situation. 2.2 If this is the first time, the CAR has been issued you must respond to the CAR before the requested date. Do this by providing the details in the sections on the form as explained below: Cause of Non-Conformance: Detail the reason the non- conformance occurred. Action to rectify the Non Conformance: Detail the actions that will rectify the non- conformance and specify the proposed completion date. Action to prevent recurrence of the Non-Conformance: Detail the proposed actions or changes to ensure the non-conforming event does not reoccur, e.g. procedure/process. Forward your response via e-mail to the auditor indicated on the form. 2.3 If your response is overdue, you will be issued a reminder via your e-mail address. Respond directly to the auditor via e-mail as requested on the initial CAR form. 2.4 Other correspondence. You may be issued with notifications via e-mail, phone and/or fax requesting specific actions by you. Respond accordingly.

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	Go to Step 3.
	Is the Response Accepted by the Auditor? 3.1 If no, the auditor will return the CAR form via e-mail. The form will contain the auditor's comments and a date by which you will need to provide your further response. 3.2 If yes, go to Step 4.
	Close CAR 4.1 The auditor will close the CAR and you will receive an e-mail to confirm the closure.

Corrective Action Request (CAR)			
Project Location: <i>Details of project and/or location</i>		CAR ID: <i>CAR number</i>	
Auditor: <i>Auditors Name</i>	Phone: <i>Auditors Phone No</i>	Email: <i>Auditors e-mail address</i>	
Description of Non Conformance: <i>Details of Non- case CAR with specific references to the Instruction, code etc that has been breached.</i>			
In accordance with:			
Reference:			
Audit Date: <i>Date audit was performed</i>			
Recipient: <i>Key Person's Name</i>		Company: <i>Company key person is employed by</i>	
Fault Type: <i>Fault Type</i>	Activity: <i>Activity</i>	Service Type: <i>Service Type</i>	
RECIPIENT MUST PROVIDE A RESPONSE TO THE AUDITOR BY: <i>DD/MM/YY Date response to be provided by</i>			
Please complete the following fields, SAVE THIS FILE, and return it to Sydney Water via email to <i>***@sydneywater.com.au (This address will depend upon the auditor issuing the CAR)</i>			
Cause of Non Conformance: To be completed by the Recipient.			
Date:			
Action to rectify the Non Conformance: To be completed by the Recipient.			
Planned Action date:			
Action to prevent recurrence of the Non Conformance: To be completed by the Recipient.			
Planned Action date:			
Auditor's comments on actions to be taken by the recipient: To be completed by the Auditor.			
Date:			
Action taken is satisfactory		Follow-Up actions required	

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