

Managing Corrective Action

24/7



1



Kim Quinn
Compliance Director

December 6th, 2019



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KenCrest staff (1986)

An audit a day keeps operations in play

- PROBLEM SOLVING VS. PROBLEM PREVENTION



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An audit a day keeps operations in play

PROBLEM SOLVING VS. PROBLEM PREVENTION

1. What is the issue?
2. Who needs to be involved and why?
3. Options? Solutions?
4. Evaluation
5. Selection
6. Agreement and Documentation
7. Corrective Action Commences
7. Monitor and Audit



Now comes a story...



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Report View

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Details

Since the beginning of 2019, the neighbors (names withheld) living close to the mentioned location are complaining about constant noises happening late at night. As the caller notes, laundry is done on a daily basis, however, noises from the washing and the drying machine can be heard around 10:00 PM or 11:00 PM, which disturbs the neighbors' sleep.

On Jul 30, 2019, at 1:41 PM, Karyn Arcario <karcario@kencrest.org> wrote:
Bob and Jim,

I spoke with the PM for the site. She said that only this morning her staff brought the squeaking to her attention and she put in a work order today.

Staff are telling her it only happens in the evening and overnight and the sound is coming from the attic.

Karyn L. Arcario
Director Home and Community Services
KenCrest Services
930 Harvest Drive, Suite 230
Blue Bell, PA 19422
610-941-7012, ext 1343
Fax 610-825-5180

From: Bob Smith
Sent: Tuesday, July 30, 2019 2:42 PM
To: Karyn Arcario <karcario@KenCrest.org>
Cc: Thomas Roszkowski <thomas.roszkowski@KenCrest.org>; Jim Brown <jim.brown@KenCrest.org>; Cheryl Hollins <chollins@KenCrest.org>; Joseph Hoban <jhoban@KenCrest.org>; Bob Smith <Bob.smith@KenCrest.org>
Subject: Re: Old Welsh Rd

Jim is at the house just spoke to him, one of the attic fans was bad the bearings went bad he has disconnected the bad fan for now.

Bob Smith
Director of Facilities

Jul 31, 2019, 10:38 AM posted by Kimberly Quinn (Kim)

Comment: Good morning Ms. Hite,
I contacted you yesterday morning and left you a voice mail message regarding the noise coming from our home on Old Welsh Road. We immediately sent out our maintenance team to speak with staff who confirmed the noise was coming from the attic. Upon further inspection, one of the attic fans was bad and the bearings went bad.
He has disconnected the bad fan for now. Please keep my contact information in case there are any other issues that arise.
Thank you,
Kim Quinn
Compliance Director
KenCrest Services
(610) 825-9360 Ext. 1243

(Retract this comment)

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Supporting Community Development by Exploring Possibilities, Mobilizing Resources, and Empowering Dreams.

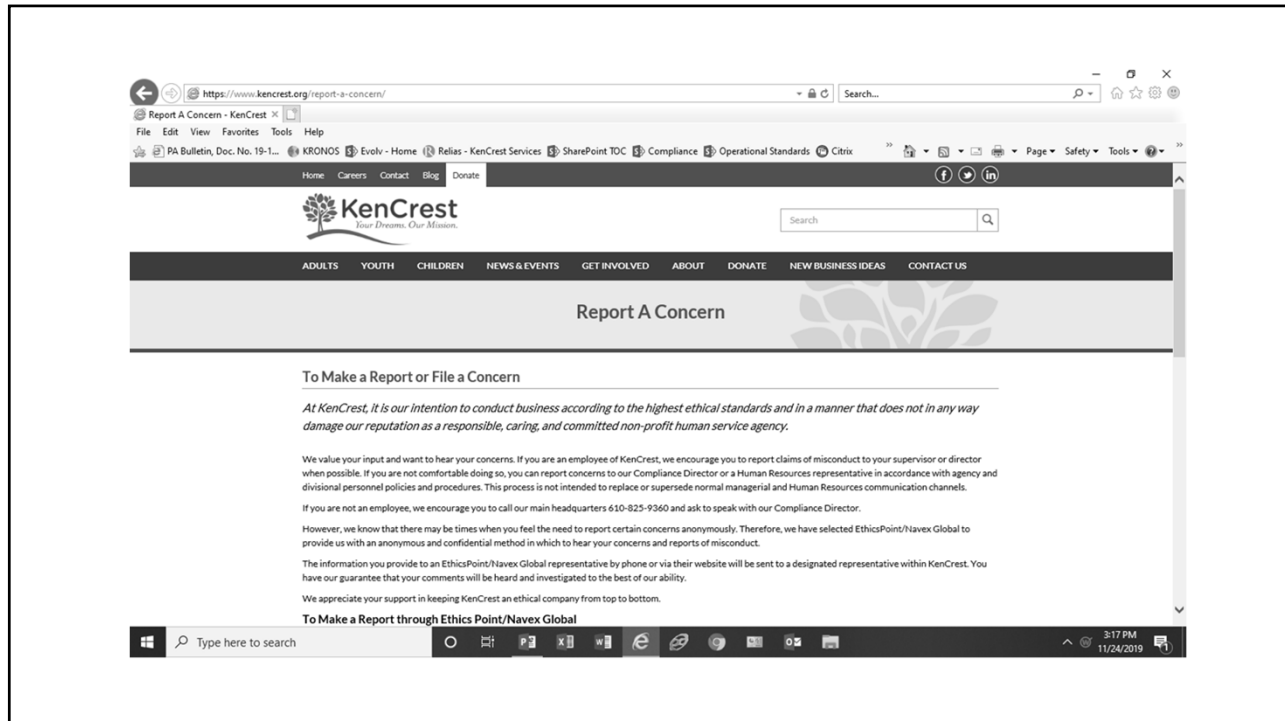
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<https://www.kencrest.org/report-a-concern/>

Type here to search

3:17 PM
11/24/2019

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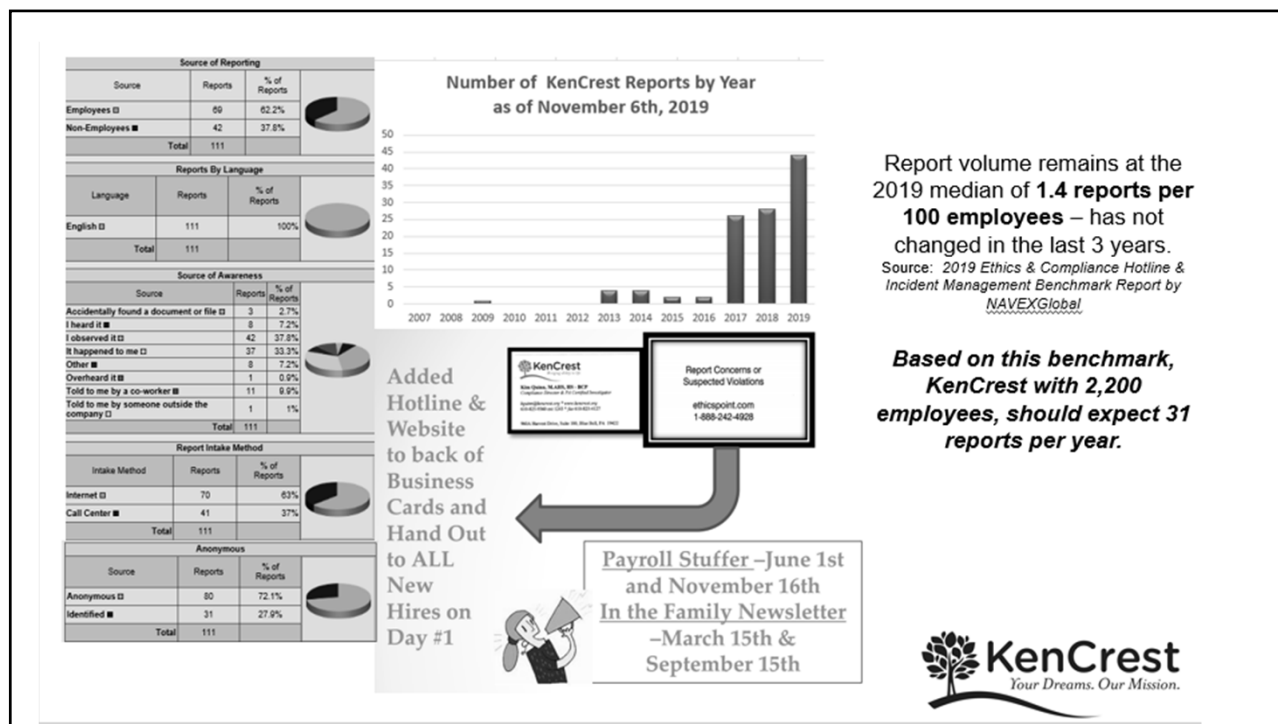


Hotlines are Your Baselines

- Take that Vacation!



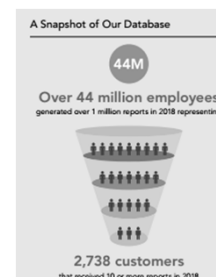
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NAVEX Global 2018 Reports Worldwide

- 13,000+ customers around the world
- 21% of these customers had employees file a report in 2018
- 2018 – over 1 million reports – largest data set around



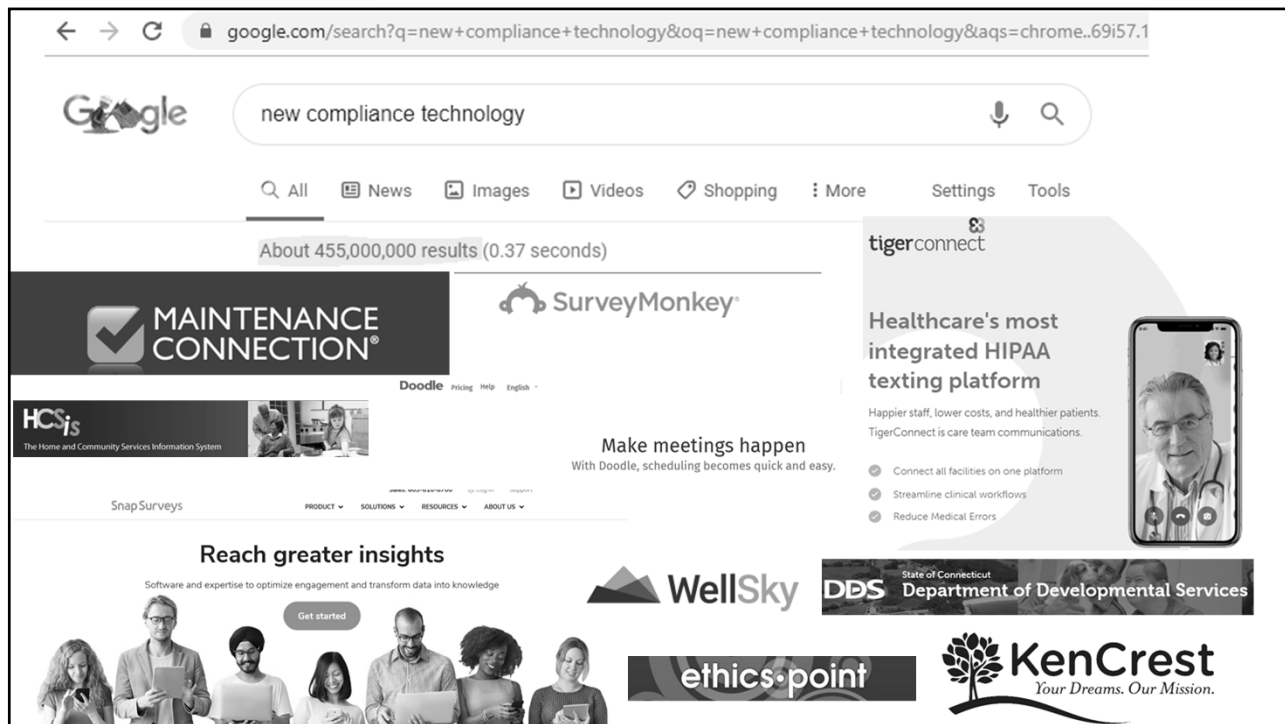
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- Explore what new technology is out there






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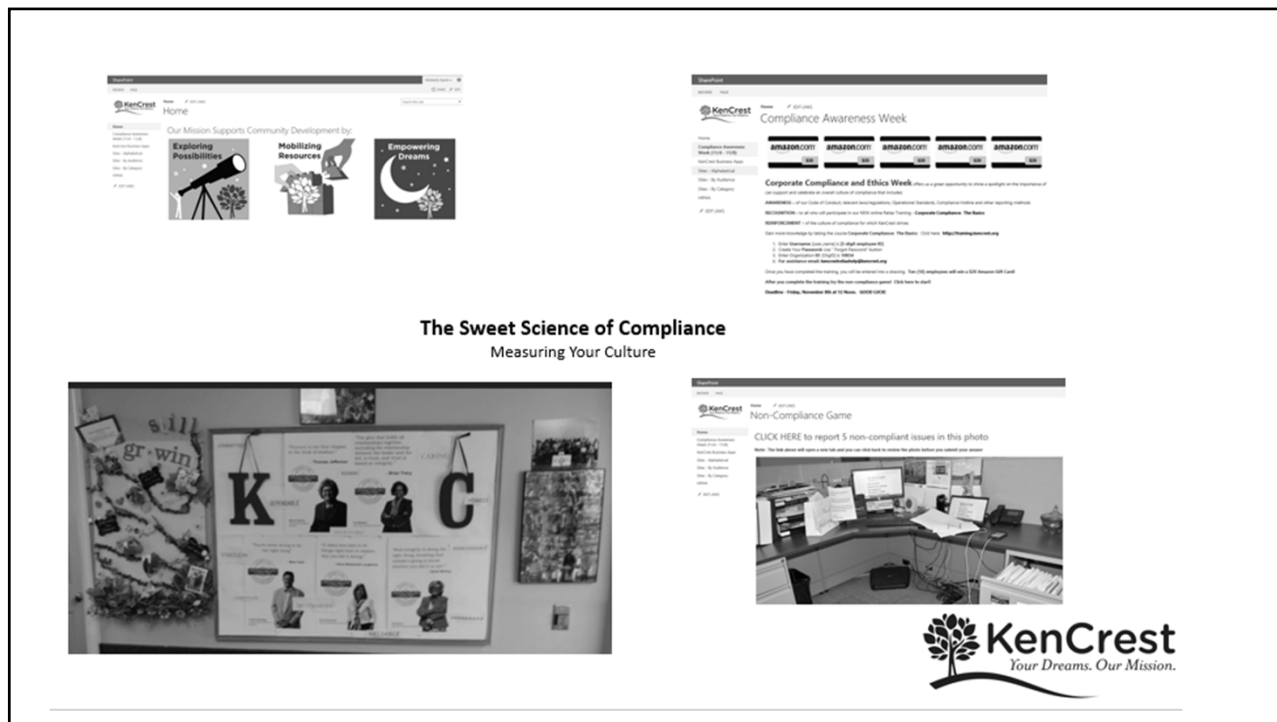


The Sweet Science of Compliance

- MEASURING YOUR CULTURE



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Thank You!

Kim Quinn
kquinn@kencrest.org
610.825.9360 ext. 1243

