

Corrective Action Report

Tracking Number:	Reported By:	Date Found:	Status

1. Describe the problem

Priority Classification				
Legal or compliance issues?		☐ Concerns must be forwarded to Top management for review		
Product or service safety concerns?		☐ Concerns must be forwarded to Top management and the QMS Manager for review		
Repeated nonconformities in:		☐ Repeated issues must be sent to the QMS Manager for review		
Select	Products/services?	☒ High (3)	☐ Medium (2)	☐ Low (1)
	Processes?	☒ High (3)	☐ Medium (2)	☐ Low (1)
	Management system?	☒ High (3)	☐ Medium (2)	☐ Low (1)

How was the nonconformance detected?			
Source:	☐ Feedback - Supplier	☐ Audit - Client	☐ In-process inspection
	☐ Feedback - Customer	☐ Review - Management	☐ First article inspection
	☐ Feedback - Stakeholder	☐ Review - Department	☐ Receiving inspection
	☐ Feedback - Employee	☐ Review - Design	☐ Final inspection
	☐ Audit - Internal	☐ Nonconformity - Process	☐ Monitoring
	☐ Audit - Registrar	☐ Nonconformity - Product	☐ Customer complaint
	☐ Audit - Supplier	☐ Nonconformity - Service	☐ Customer feedback
	☐ Other:		

Define the process name in which the problem arose	
Location:	1.
	2.
	3.

Include a description of requirements (reference drawing, specification, standard as appropriate). A detailed description of the nonconformance. Sketches, drawings, specifications, etc., should be used to help the understanding of the nonconformity.

1. Problem Statement;
2. Failure analysis;
3. Is/Is Not analysis;
4. Process flow with control points identified;
5. Problem Description.

Description of the Issue:

Describe the issue using plain language, and list any relevant documents, names of others who may be aware. Need to have a correct problem description to identify causes. Use terms that are understood by all.

Description of the Issue:

Sketch of the Problem:

This image shows a full page of blank graph paper. The grid consists of small, equal-sized squares formed by thin black lines. There are no margins, text, or other markings on the page.

2. Contain the problem

Protect the customer from further effects of the issue, to limit exposure and potential liability, and might include suspension of the process and/or shipments, 100% inspection, sorting, rework, substitution, or additional operations.

Immediate/Temporary Actions

Description	Results	Responsibility	Completed Date

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5. Implement corrective action

Establish a small group of people with the process/product knowledge, allocated time, authority, and skill in the required technical disciplines to implement corrective actions. Update Part B of the Corrective Action Tracker (Cols O, R & S).

Corrective Action Team			
Name	Position/Dept	Date Assigned	Completion Date

Corrective Action Implemented By:			
Implemented By:	Signature	Position	Date
Reviewed By:	Signature	Position	Date

6. Verify effectiveness

Verification:
Describe how the corrective action addressed the root cause, list relevant evidence. Update Part B of the Corrective Action Tracker (Col Y).
Risks & Opportunities and QMS Changes:
Record whether the risks and opportunities determined during planning need to be updated (Risk and Opportunity Register) and whether any changes to the QMS are needed.
Feedback & Acknowledgments:
Mention pertinent feedback from the personnel involved and acknowledge those that contributed to resolving the corrective action.

7. Close Out

Corrective Action Close Out:
Verify that the planned actions were taken as scheduled and assess their effectiveness in permanently preventing the undesirable condition, situation, non-conformity, or failure from recurring. Update Part B of the Corrective Action Tracker (Col Z).

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Corrective Action Completed By:			
Actioned By	Signature	Position	Date
Verification By	Signature	Position	Date
