Using the Corrective Action Tool

Introduction

Do NOT change or delete cells in Columns H to N in the 'Corrective Action Tracker' tab. This area contains the formulae that assess the risk level of the nonconformance.

The charts in the 'Corrective Action Charts' tab will automatically update based on the database in Columns AB through to AR in the 'Corrective Action Tracker' tab.

Data Validation Fields for the drop-down menus and formulae for the data counters and charts are located in Column P to AA.

Enter Data from the Corrective Action Report

Capture the data from the corrective action report in Part A to determine the most suitable problem-solving method to address the causes of the nonconformance.

From the corrective action report, enter the details from Section 1 into the related fields in the tracker.

Based upon judgement and experience, categorize the perceived risk level of the problem using the drop down menu in Column H.

Classify the problem by choosing ONE option from either Column I, Column J or Column K.

Entering in Ys or Ns results in a risk score which ranges from 1 to 4.

Column M will calculate an overall risk score based upon the data previously entered.

The suggested problem-solving method shown Column N is based on the following trigger scores 1 = OFI, 2 = A3 (Who, What, When action plan), 3 = 5Y (5-Whys cause analysis) and 4 = 8-Disciplines (In-depth analysis).

Undertake root-cause analysis

Issue the chosen root-cause analysis method to the process owner/response team for completion.

Once completed, update the root-cause in Part A.

Update the 'Corrective Action Plan' in Part B.

Monitor the implementation of corrective actions and verify close-out.

Input Messages

Amend or delete the input message, select the 'Data' tab, select and click on 'Data Validation' from the drop down menu, then select the 'Input Message' tab.

Using the drop-down menus

Use the dropdown menus to select and enter a Process Name from the list. You can modify the process name list by amending the source list in Column AB.

Use the dropdown menus to enter the detection method. You can modify the detection list by amending the source list in Column AD.

Use the dropdown menus to enter the root-cause. You can modify the root-cause list by amending the source list in Column AF.

Status of corrective actions

The status of the corrective action will remain 'Open' until such time as work to correct the nonconformance begins, then the status becomes 'In-Progress'.

This means the status stays 'In-Progress' until the associated corrective action is verified. The status of the nonconformance would then change to 'Closed'.

Should the corrective action request be withdrawn, the status is set to 'Cancelled'.

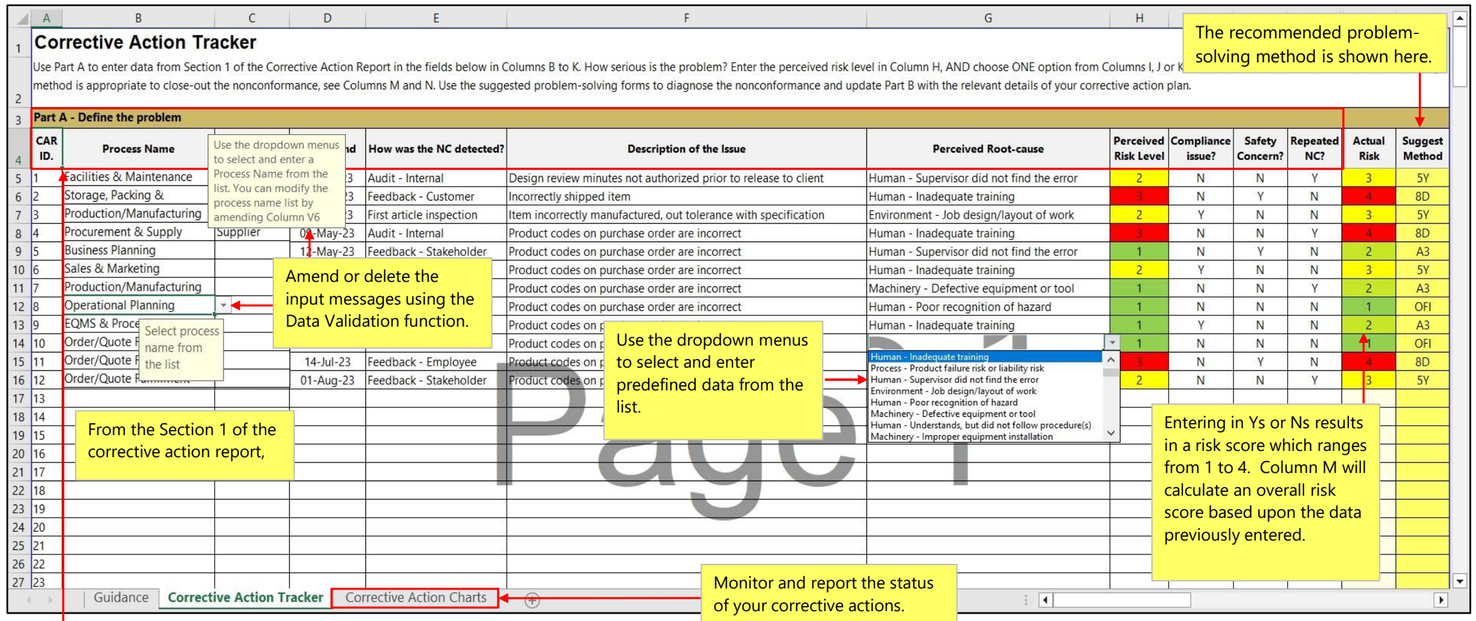
Priority Classification

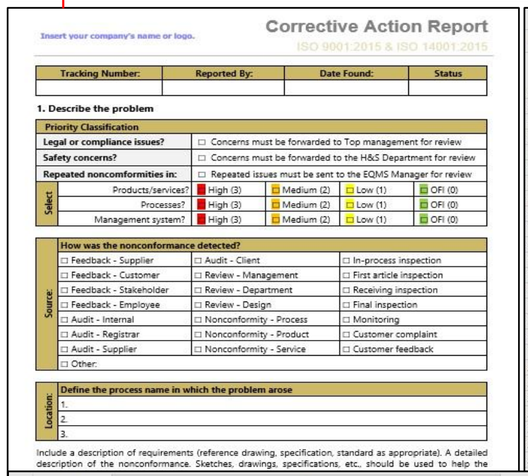
The following qualitative criteria are used to identify the level of risk associated with each problem:

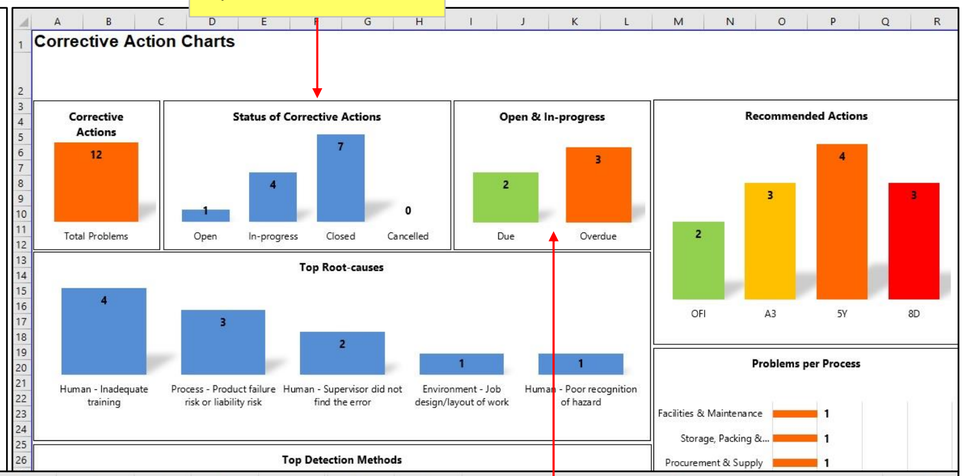
Risk Level	Recommended Problem-solving Method
OFI	Improvement opportunity that does not need correction but rather, can be enhanced, improved, or made more efficient. Use the F1030-01 Improvement Form. Complete within 10 Days.
Low	A low-level problem typically closed to immediate correction, requires containment and trending. Use the F1020-03 A3 Action Plan. Complete within 15 Days.
Medium	A problem that results in moderate impact. Requires containment and root-cause analysis, and corrective actions when appropriate. Use the F1020-04 5-Whys Worksheet. Complete within 30 Days.
High	A problem that results in major/significant impact or is a repetitive problem. Requires a root-cause analysis, corrective and preventative action(s). Use the F1020-05 8D Worksheet. Complete within 60 Days.

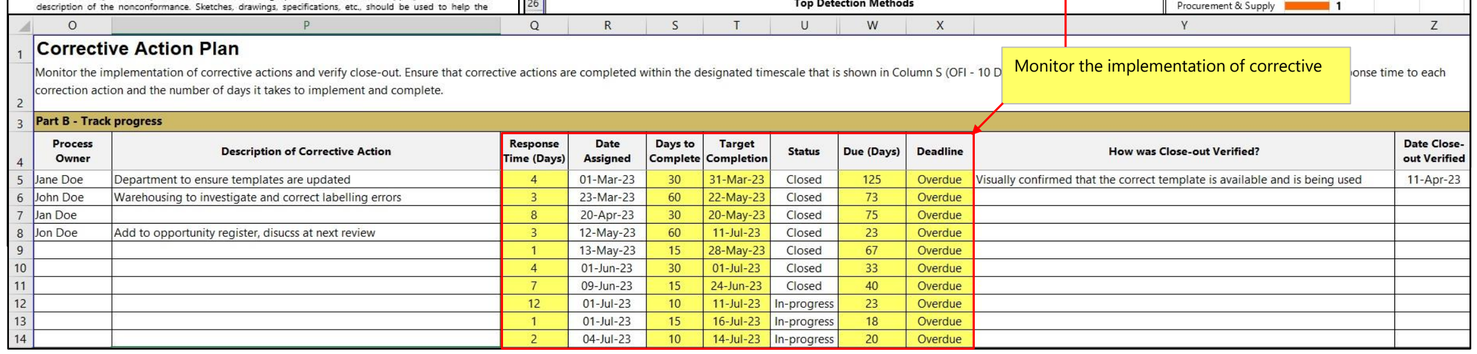
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Quick Start Guide









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Corrective Action Tracker

Use Part A to enter data from Section 1 of the Corrective Action Report in the fields below in Columns B to K. How serious is the problem? Enter the perceived risk level in Column H, AND choose ONE option from Columns I, J or K. The tracker will determine which problem-solving method is appropriate to close-out the nonconformance, see Columns M and N. Use the suggested problem-solving forms to diagnose the nonconformance and update Part B with the relevant details of your corrective action plan.

Part A - Define the problem												
CAR ID.	**Process Name**	**Reported By**	**Date Found**	**How was the NC detected?**	**Description of the Issue**	**Root-cause**	**Perceived Risk Level**	**Legal Issue?**	**Safety Concern?**	**Repeated NC?**	**Actual Risk**	**Suggested Method**
CA001	Facilities & Maintenance	Auditor	25-Feb-24	Audit - Internal	Design review minutes not authorized prior to release to client	Human - Supervisor did not find the error	3	Y	N	N	4	8D
CA002	Storage, Packing & Shipping	Customer	20-Mar-24	Feedback - Customer	Incorrectly shipped item	Human - Inadequate training	3	N	Y	N	4	8D
CA003	Production/Manufacturing	QC Inspector	12-Apr-24	First article inspection	Item incorrectly manufactured, out tolerance with specification	Environment - Job design/layout of work	2	Y	N	N	3	5Y
CA004	Procurement & Supply	Supplier	09-May-24	Audit - Internal	Product codes on purchase order are incorrect	Human - Inadequate training	3	N	N	Y	4	8D
CA005	Business Planning	Marketing Manager	12-May-24	Feedback - Stakeholder	Product codes on purchase order are incorrect	Human - Supervisor did not find the error	0	N	Y	N	1	OFI
CA006	Sales & Marketing	Customer	28-May-24	Feedback - Customer	Product codes on purchase order are incorrect	Human - Inadequate training	2	Y	N	N	3	5Y
CA007	Production/Manufacturing	Production Manager	02-Jun-24	In-process inspection	Product codes on purchase order are incorrect	Machinery - Defective equipment or tool	1	N	N	Y	2	A3
CA008	Operational Planning	Quality Manager	19-Jun-24	First article inspection	Product codes on purchase order are incorrect	Human - Poor recognition of hazard	1	N	N	N	1	OFI
CA009	Management System & Processes	Auditor	30-Jun-24	Audit - Internal	Product codes on purchase order are incorrect	Human - Inadequate training	1	Y	N	N	2	A3
CA010	Order/Quote Fulfillment	Supplier	02-Jul-24	Audit - Internal	Product codes on purchase order are incorrect	Process - Product failure risk or liability risk	1	N	N	N	1	OFI
CA011	Order/Quote Fulfillment	Production Manager	14-Jul-24	Feedback - Employee	Product codes on purchase order are incorrect	Process - Product failure risk or liability risk	3	N	Y	N	4	8D
CA012	Order/Quote Fulfillment	Purchasing Manager	01-Aug-24	Feedback - Stakeholder	Product codes on purchase order are incorrect	Process - Product failure risk or liability risk	2	N	N	Y	3	5Y
CA013												
CA014												
CA015												
CA016												
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Corrective Action Plan

Monitor the implementation of corrective actions and verify close-out. Ensure that corrective actions are completed within the designated timescale that is shown in Column S (OFI - 10 Days, A3 - 15 Days, 5Y - 30 Days, and 8D - 60 Days). Monitor the response time to each correction action and the number of days it takes to implement and complete.

Part B - Track progress

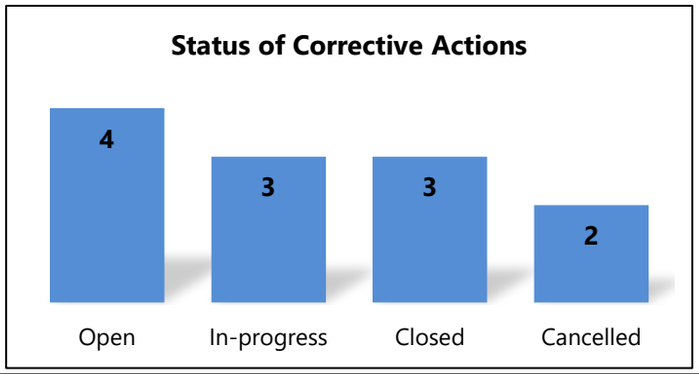
CAR ID.	Date Found	Actual Risk	Process Owner	Description of Corrective Action	Response Time (Days)	Date Assigned	Days to Complete	Target Completion	Status	Today's Date	Due (Days)	Deadline	How was Close-out Verified?	Date Close-out Verified
CA001	25-Feb-24	4	Jane Doe	Department to ensure templates are updated	5	01-Mar-24	60	30-Apr-24	Closed	06-Sep-24	129	Overdue	Visually confirmed that the correct template is available and is being used	11-Apr-24
CA002	20-Mar-24	4	John Doe	Warehousing to investigate and correct labelling errors	3	23-Mar-24	60	22-May-24	Cancelled	06-Sep-24	107	Overdue		
CA003	12-Apr-24	3	Jan Doe		8	20-Apr-24	30	20-May-24	Closed	06-Sep-24	109	Overdue		
CA004	09-May-24	4	Jon Doe	Add to opportunity register, discuss at next review	3	12-May-24	60	11-Jul-24	Closed	06-Sep-24	57	Overdue		
CA005	12-May-24	1			1	13-May-24	10	23-May-24	Open	06-Sep-24	106	Overdue		
CA006	28-May-24	3			4	01-Jun-24	30	01-Jul-24	Open	06-Sep-24	67	Overdue		
CA007	02-Jun-24	2			7	09-Jun-24	15	24-Jun-24	Open	06-Sep-24	74	Overdue		
CA008	19-Jun-24	1			12	01-Jul-24	10	11-Jul-24	Cancelled	06-Sep-24	57	Overdue		
CA009	30-Jun-24	2			1	01-Jul-24	15	16-Jul-24	In-progress	06-Sep-24	52	Overdue		
CA010	02-Jul-24	1			2	04-Jul-24	10	14-Jul-24	In-progress	06-Sep-24	54	Overdue		
CA011	14-Jul-24	4			1	15-Jul-24	60	13-Sep-24	In-progress	06-Sep-24	-7	Due		
CA012	01-Aug-24	3			1	02-Aug-24	30	01-Sep-24	Open	06-Sep-24	5	Overdue		
CA013					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA014					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA015					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA016					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA017					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA018					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA019					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA020					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA021					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA022					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA023					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA024					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA025					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA026					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA027					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA028					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA029					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA030					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA031					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA032					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA033					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA034					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA035					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA036					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		
CA037					0		FALSE	00-Jan-00		06-Sep-24	45541	Overdue		

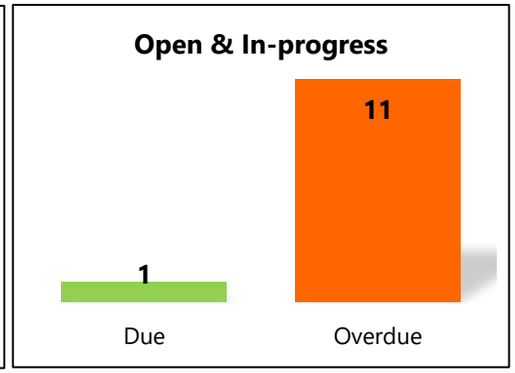
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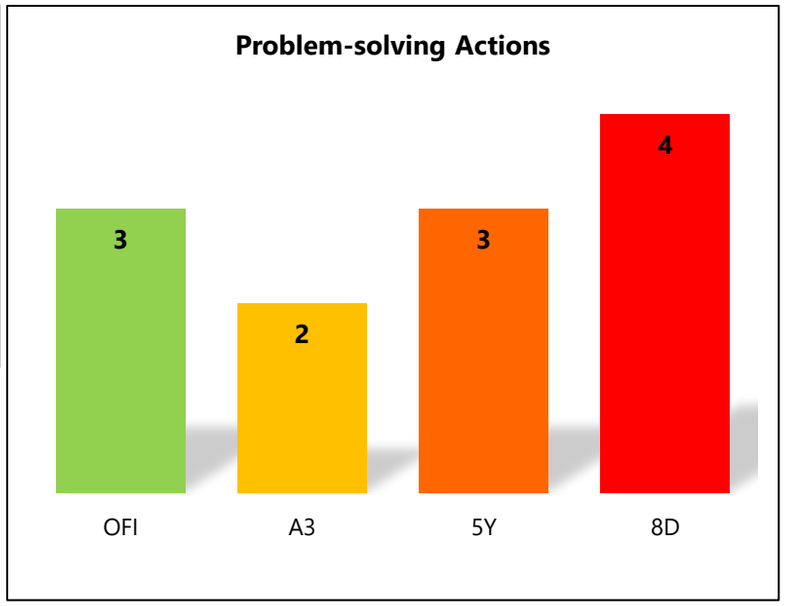
Corrective Action Charts

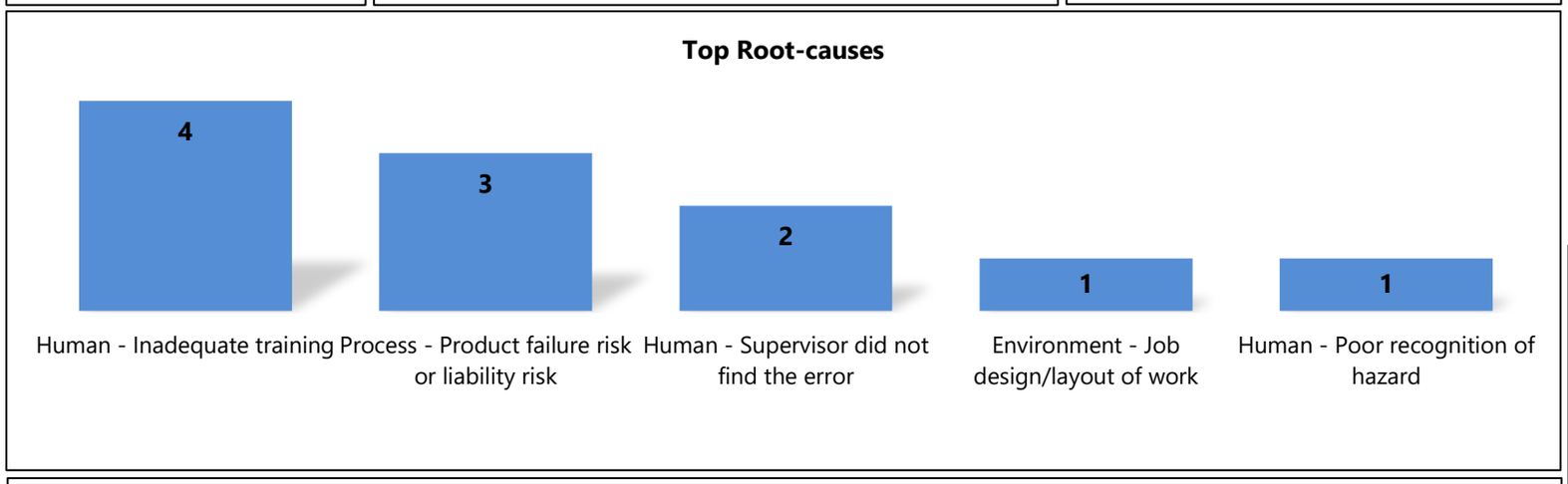
The charts in the 'Corrective Action Charts' tab will automatically update based on the database in Columns AB through to AR in the 'Corrective Action Tracker' tab. To locate the data for each chart, right click the chart and click 'Select Data' from the menu. This will open the tracker tab and highlight the source data and allow you manually adjust the data range that each chart displays.

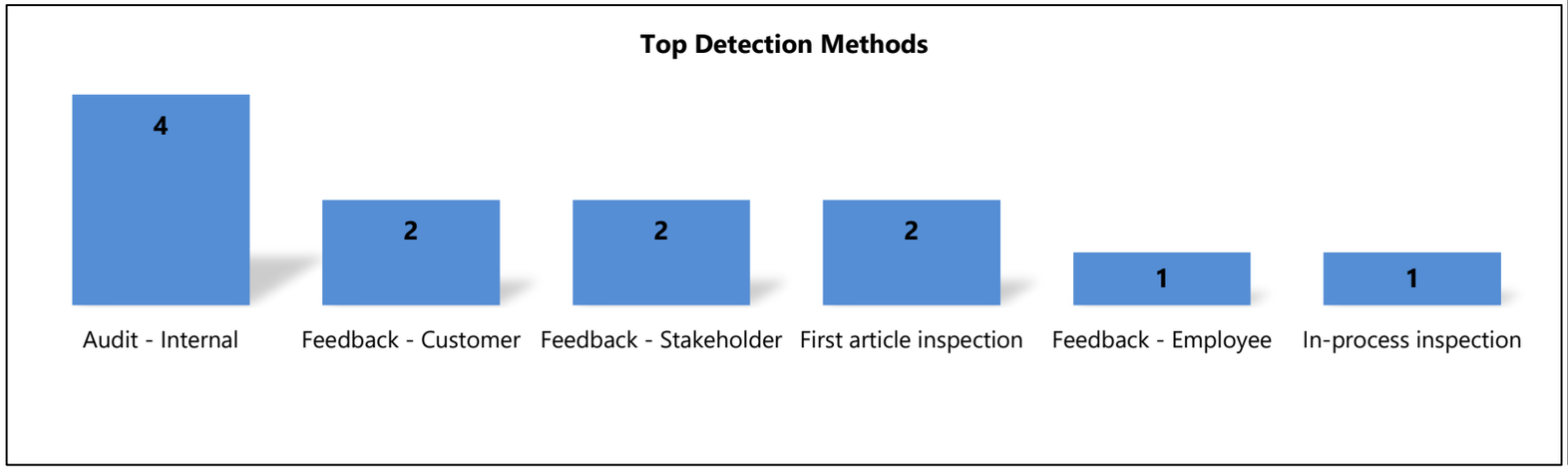


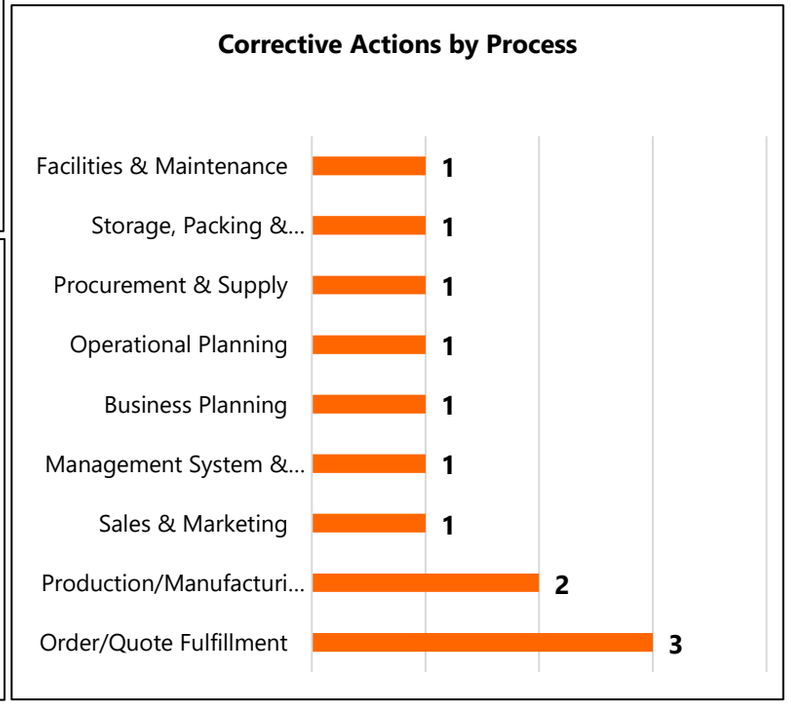












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