# 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.

| CAR ID. | Process Name | Reported By | Date Found | How was the NC detected? | Description of the Issue | Root-cause | Perceived Risk Level | Compliance issue? | Safety Concern? | Repeated NC? | Actual Risk | Suggest Method |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Facilities & Maintenance | Auditor | 25-Feb-23 | Audit - Internal | Design review minutes not authorized prior to release to client | Human - Supervisor did not find the error | 2 | N | N | Y | 3 | 5Y |
| 2 | Storage, Packing & Shipping | Customer | 20-Mar-23 | Feedback - Customer | Incorrectly shipped item | Human - Inadequate training | 3 | N | Y | N | 4 | 8D |
| 3 | Production/Manufacturing | QC Inspector | 12-Apr-23 | First article inspection | Item incorrectly manufactured, out tolerance with specification | Environment - Job design/layout of work | 2 | Y | N | N | 3 | 5Y |
| 4 | Procurement & Supply | Supplier | 09-May-23 | Audit - Internal | Product codes on purchase order are incorrect | Human - Inadequate training | 3 | N | N | Y | 4 | 8D |
| 5 | Business Planning | Marketing Manager | 12-May-23 | Feedback - Stakeholder | Product codes on purchase order are incorrect | Human - Supervisor did not find the error | 1 | N | Y | N | 2 | A3 |
| 6 | Sales & Marketing | Customer | 28-May-23 | Feedback - Customer | Product codes on purchase order are incorrect | Human - Inadequate training | 2 | Y | N | SN | 3 | 5Y |
| 7 | Production/Manufacturing | Production Manager | 02-Jun-23 | In-process inspection | Product codes on purchase order are incorrect | Machinery - Defective equipment or tool | 1 | N | N | Y | 2 | A3 |
| 8 | Operational Planning | Quality Manager | 19-Jun-23 | First article inspection | Product codes on purchase order are incorrect | Human - Poor recognition of hazard | 1 | N | N | N | 1 | OFI |
| 9 | Management System & Processes | Auditor | 30-Jun-23 | Audit - Internal | Product codes on purchase order are incorrect | Human - Inadequate training | 1 | Y | N | N | 2 | A3 |
| 10 | Order/Quote Fulfillment | Supplier | 02-Jul-23 | Audit - Internal | Product codes on purchase order are incorrect | Process - Product failure risk or liability risk | 1 | N | N | N | 1 | OFI |
| 11 | Order/Quote Fulfillment | Production Manager | 14-Jul-23 | Feedback - Employee | Product codes on purchase order are incorrect | Process - Product failure risk or liability risk | 3 | N | Y | N | 4 | 8D |
| 12 | Order/Quote Fulfillment | Purchasing Manager | 01-Aug-23 | Feedback - Stakeholder | Product codes on purchase order are incorrect | Process - Product failure risk or liability risk | 2 | N | N | Y | 3 | 5Y |
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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 | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| Process Owner | Description of Corrective Action | Response Time (Days) | Date Assigned | Days to Complete | Target Completion | Status | Due (Days) | Deadline | How was Close-out Verified? | Date Close-out Verified |
| Jane Doe | Department to ensure templates are updated | 4 | 01-Mar-23 | 30 | 31-Mar-23 | Closed | 250 | Overdue | Visually confirmed that the correct template is available and is being used | 11-Apr-23 |
| John Doe | Warehousing to investigate and correct labelling errors | 3 | 23-Mar-23 | 60 | 22-May-23 | Closed | 198 | Overdue | | |
| Jan Doe | | 8 | 20-Apr-23 | 30 | 20-May-23 | Closed | 200 | Overdue | | |
| Jon Doe | Add to opportunity register, discuss at next review | 3 | 12-May-23 | 60 | 11-Jul-23 | Closed | 148 | Overdue | | |
| | | 1 | 13-May-23 | 15 | 28-May-23 | Closed | 192 | Overdue | | |
| | | 4 | 01-Jun-23 | 30 | 01-Jul-23 | Closed | 158 | Overdue | | |
| | | 7 | 09-Jun-23 | 15 | 24-Jun-23 | Closed | 165 | Overdue | | |
| | | 12 | 01-Jul-23 | 10 | 11-Jul-23 | In-progress | 148 | Overdue | | |
| | | 1 | 01-Jul-23 | 15 | 16-Jul-23 | In-progress | 143 | Overdue | | |
| | | 2 | 04-Jul-23 | 10 | 14-Jul-23 | In-progress | 145 | Overdue | | |
| | | 1 | 15-Jul-23 | 60 | 13-Sep-23 | In-progress | 84 | Overdue | | |
| | | 1 | 02-Aug-23 | 30 | 01-Sep-23 | Open | 96 | Overdue | | |
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