Corrective Action Request

Finding and eliminating the cause — not just fixing the part

CA number		**Date raised**		**Raised by**	
Source NCR / finding		**Owner assigned**		**Target close date**	

Origin: ( ) Internal NCR ( ) Customer complaint ( ) Internal audit ( ) External audit ( ) Trend / repeat issue ( ) Other

1. Problem statement — what happened, where, when, how many, measured against what

2. Immediate containment — and has all affected material been accounted for?

3. Root cause analysis

#	Why?	Answer
1	Why?	
2	Why?	
3	Why?	
4	Why?	
5	Why?	

Root cause identified

4. Corrective action

#	Action to eliminate the cause	Owner	Due	Completed

5. Effectiveness verification

Verification method, evidence reviewed, and result

Verification due		**Verified on**		**Effective?**		**Date closed**	

Action owner	Date	Verified / closed by	Date

Effectiveness verification is the field that gets audited. Most corrective actions are closed the day the action is completed. That is not evidence it worked — it is evidence it was done. Set a date far enough out that the process has run again, then go and look.

“Retrained the operator” is rarely a root cause. Ask why the process allowed the error, why it was not caught, and why the training did not stick. The cause you can fix permanently is usually a system cause, not a person.

Consider similar processes. If the cause exists on one line, check whether it exists on the others. That step is what turns a corrective action into a preventive one.