



# Corrective Action Report

Reject #  
Revision Date:

Part Name		Plant:	
Part Number		Customer Contact	
Date Rejected		Phone #	
Quantity Rejected		E-mail	
Date Opened		Reference Documents	
Date Closed			

**STATUS:**     Preliminary     Update     Final     Closed

## 1. TEAM MEMBERS:

Role	Name	Title	Company	Phone
Champion				
Leader				
Team Members				

## 2. PROBLEM DESCRIPTION:

Date of Production			
Defect			
Spec. Requirement			
Other information			
Trend	<input type="checkbox"/> 1 <sup>st</sup> Occurrence	<input type="checkbox"/> 2 <sup>nd</sup> Occurrence	<input type="checkbox"/> More than 2x

## 3. CONTAINMENT:

Date	Location	Quantity Sorted	Quantity Quarantined	% Quarantined	Description	Responsibility

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**Commented [ID1]:** (SI)  
NOTE: MAKE SURE TO CHANGE THE REVISION DATE AND REJECT NOTICE NUMBER IN THE HEADER (Double Click in the header box.)  
Include all pertinent reference information. These documents could include, but are not limited to:  

- Reject Notice Number
- Any other tracking cross reference

**Commented [ID2]:** (SI)  

- Preliminary = 1<sup>st</sup> revision
- Update = Any subsequent Revision
- Final = Leader feels 8D is ready for closure by Stackpole Management
- Closed = Closed internally

**Commented [ID3]:** (SI)  
Establish a vertically and horizontally cross-functional team with process/product knowledge necessary to perform root/cause analysis. Include customer and (if applicable) supplier representatives.

**Commented [ID4]:** (SI)  
Has ownership of the system  
Has authority (executive level).  
Make resources available.  
Empower the team.  
Attends the meeting as required.

**Commented [ID5]:** (SI)  
Team's manager, spokesperson. Set objectives and tasks. Direct the use of 8D methodology. Focus on the meeting's purpose and agenda.

**Commented [ID6]:** (SI)  
Provide technical input. Carry out assignments. Clarify issues. Offer information and ideas.

**Commented [ID7]:** (SI)  
Specify the problem by identifying "what is wrong with what: and describing the problem in quantifiable terms, which will answer the questions: "What? Where? When? How Big? How Many?"

**Commented [ID9]:** (SI)  
Include a clear picture of the defect or area of the defect. Include arrows and call-outs that provide a brief, yet concise illustration of the problem description.

**Commented [ID10]:** (SI)  
**Protect Customer!** Define and implement containment actions to isolate the effects from any internal/external customer until permanent corrective action is implemented. Verify the effectiveness of the containment action. **Contain at customer, transit, SVS finished goods and SVS WIP, also evaluate all other similar products that could be impacted with the same issue.**

**Commented [ID11]:** (SI)  
Provide detailed descriptions of the containment activities taken.



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### 3.1 SHORT TERM CORRECTIVE ACTIONS\*:

Description	Target Date or Date Closed	Responsibility	Verification	Responsibility	Target Date or Date Closed

### 4. DEFINE AND VERIFY POTENTIAL ROOT CAUSES:

Prevent Potential Technical Root Cause	Verification	Target Date or Date Closed	Responsibility	Conclusion
T1.)				
Protect Potential Escape Point Root Cause	Verification	Target Date or Date Closed	Responsibility	Conclusion
E1.)				
E2.)				
Predict Potential Systemic Root Cause	Verification	Target Date or Date Closed	Responsibility	Conclusion
S1.)				
S2.)				

**Commented [ID12]:** (SI)  
Specify procedure, reference CCN# & WI# where applicable. Verify effectiveness. Clearly define responsibilities and target dates.

**Commented [ID13]:** (SI)  
•If date is a target: "T : MM/DD/YY"  
•Keep all dates in the same format throughout the document: MM/DD/YY  
•After completion of each task, return to the document and place the proper closure date in the space provided

**Commented [ID14]:** (SI)  
Identify all possible causes (technical, systemic, and escape), which could explain why the problem occurred. Use problem solving tools such as IS/IS NOT Diagram, Fish bone diagram, 5 Why, etc to Isolate and verify the root cause(s) by testing each possible cause against the problem description.

**Commented [ID16]:** (SI)  
Person responsible for verifications of potential root cause

**Commented [ID17]:** (SI)  
This is the final statement of conclusion. This is a one sentence clarification of whether the potential root cause is or is not a root cause. (This section may contain % contribution clarification where more than one R/C is responsible.)

**Commented [ID15]:** (SI)  
**What are all of the potential root causes related specifically to the part?** What specifically caused the failure mode? (e.g. Broken Core Pin, Machine Setup Incorrect, Wires Pinched)

**Commented [ID19]:** (SI)  
Provide specific actions and proof of results. Pictures, charts and graphs may also be inserted to make actions clear.

**Commented [ID18]:** (SI)  
**How did the defect escape to the customer?**  
List ALL(SI)  
(SI)  
potential root causes and evaluate each of them individually. Causes in this category are typically related to skipped processes, improper use of sensors, failed sensors.

**Commented [ID21]:** (SI)  
Provide specific actions and proof of results. Pictures may also be necessary to make actions clear.

**Commented [ID22]:** (SI)  
This is the final statement of conclusion. This is a one sentence clarification of whether the potential root cause is or is not a root cause.

**Commented [ID20]:** (SI)  
**What are all of the potential root causes related specifically to the System part?** Ask not only what system failed, but also what system, if properly implemented, would have prevented the concern.

**Commented [ID23]:** (SI)  
Utilize a "T" for Technical  
Utilize an "S" for Systemic  
Utilize an "E" for Escape Point

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S3.)				

## 5. & 6. DEFINE, IMPLEMENT AND VERIFY PERMANENT CORRECTIVE ACTIONS

Prevent					
Corrective Action - Technical Root Cause	Target Date or Date Closed	Responsibility	Verification & Validation	Target Date or Date Closed	Responsibility
T1.)					
Protect					
Corrective Action - Escape Point Root Cause	Date	Responsibility	Verification & Validation	Target Date or Date Closed	Responsibility
E1.)					
E2.)					
Predict					
Corrective Action - Systemic Root Cause	Target Date or Date Closed	Responsibility	Verification & Validation	Target Date or Date Closed	Responsibility
S1.)					
S2.)					
S3.)					

- Commented [ID24]:** (SI)  
Quantitatively confirm the selected corrective actions that will permanently fix all of the causes above that are root causes. Define ongoing controls to ensure the root cause is eliminated.
- Commented [ID26]:** (SI)  
Person responsible for implementation of corrective action.
- Commented [ID28]:** (SI)  
Person that verified and validated corrective actions.
- Commented [ID27]:** (SI)  
Actions taken to show proof that corrective actions are in place and if they are effective in addressing the issue.
- Commented [ID25]:** (SI)  
Resolve each of the technical root causes identified above individually. Responses will generally include but are not limited to design changes, process tuning, or assembly process modification.
- Commented [ID29]:** (SI)  
Resolve each of the escape point root causes identified above individually. Responses will generally include but are not limited to assembly process modification, addition of poke-yokes, or use of improved sensor technology.
- Commented [ID30]:** (SI)  
Resolve each of the systemic root causes identified above individually. Responses will generally include but are not limited to PM alterations, QOS modification, APQP Process, PMP process, or Software System Updates.
- Commented [ID31]:** (SI)  
Similar to Systemic Corrective Actions above, however, this section should specifically call out documentation or software system updates with firm dates.
- Commented [ID32]:** (SI)  
This section is for use on the specific program that the concern was written for.
- Commented [ID33]:** (SI)  
Explain what changes were made in the documentation (provide Doc ID #'s and revision levels). Verify changed documents are released in the system and appropriate individuals have been trained (as applicable).

## 7. PREVENT RECURRENCE:

Program-Specific Document / Software Update	Action(s)	Target Date or Date Closed	Responsibility

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Master System	Action(s)	Target Date or Date Closed	Responsibility

**Commented [ID34]:** (SI)  
This section is reserved for changes to master template changes, Book of Knowledge updates (where applicable), or updating other lessons learned databases.

## 7.1 CAN THIS HAPPEN ON OTHER PROGRAMS?

Program	Action	Target Date or Date Closed	Responsibility

**Commented [ID35]:** (SI)  
Review similar programs. Evaluate each line for potential failure. Implement corrective actions. Define responsibilities & dates.

**Commented [ID36]:** (SI)  
List other similar program(s) that might be affected. This does not have to be limited to the company. Other facilities may be able to benefit from this root cause analysis.

## 8. CONGRATULATE TEAM MEMBERS:

Team Members Signatures: **please print name clearly, then sign name**

**Commented [ID37]:** (SI)  
Recognize the collective efforts of the team.

**Commented [ID38]:** (SI)

- Signatures must be obtained from management responsible for quality in each of the areas listed.
- Signatures must be obtained in order to mark the 8D as "closed" at the top of the document.

Responsible Team Member	Name	Signature	Date Closed
Champion			
Quality Manager			
Manufacturing			
Engineering			
Purchasing			
Other			
Other			

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Evidence #1

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Form #: SCMFOR017  
Rev #: New  
Date: 09/30/12