Corrective Action Guidelines

Please consider the following information as a basic guide to be used when solving problems. The list is not inclusive and can certainly be added to as necessary. Each problem has its own unique situation and may require lengthy investigation. This guideline can also be used for preventive problem solving. Whenever possible, please consider using a cross-functional team for this process.

Description of Non-Conformance: Typically, this section of a corrective/preventive action issued to the supplier is filled in by what we observed as a non-conformance. A supplier may want to elaborate on the problem definition and may want to consider the following questions:
What is it that's a problem? What does it not conform with; customer or internal requirements? The goal here is to locate and isolate the problem. This may require some investigative time. Again, involve the core team responsible for the quality of product from the area.

Containment Activity / Immediate Correction: This section should be filled out by the supplier and returned as soon as possible. SRC needs to know the entire scope of the problem. Consider the following:

- Was non-conforming product immediately identified and segregated?
- How many are suspect at supplier? at SRC?
- What is SRC's need for product?
- What is the rework time if the rework is approved? Turnaround time?
- What can be implemented immediately to stop the product before it reaches SRC? Is this a permanent correction or just temporary? Is 100% inspection/testing required? What were the results?

Root Cause Analysis: There are many approaches to defining the root cause of problems. Some questions to consider are:

- What is happening?
- Where is it happening?
- How is it happening?
- When is it happening? What is the rate of occurrence?
- Why is it happening?
- What has failed in the system? (Use process flow charts to help isolate the problem)
- Be careful to not blame people; it is management's responsibility to provide the necessary tools for the success of all employees. Make people part of the solution to problems.
- The 5WHY approach or "Fishbone" analysis are additional approaches. For further explanation, please contact SQE.

Corrective Action: If the defect can be turned on and off, then the probability is high that the root cause has been uncovered.
Define the plan to implement corrective action. Include dates and product lot #'s as to when implementation occurred.

Verification of Corrective Action: Provide plans with closure dates to customer; include any training docs, updated procedures or work instructions, pictures of before/after, etc.
SRC cannot close a SCAR without a verification that the process is in a steady state and the supporting corrective action documentation has been supplied.