

1. Build the Team

2. Define the Problem

(Describe the problem in a concise statement that provides a clear definition of the issue/concern)

Lead

Team Members

3. Containment Action

(What immediate action(s) need to be taken to isolate, contain, screen, and provide interim resolution to the problem? Insert additional rows as needed)

Action Items

Target Completion Date

Responsible Person(s)

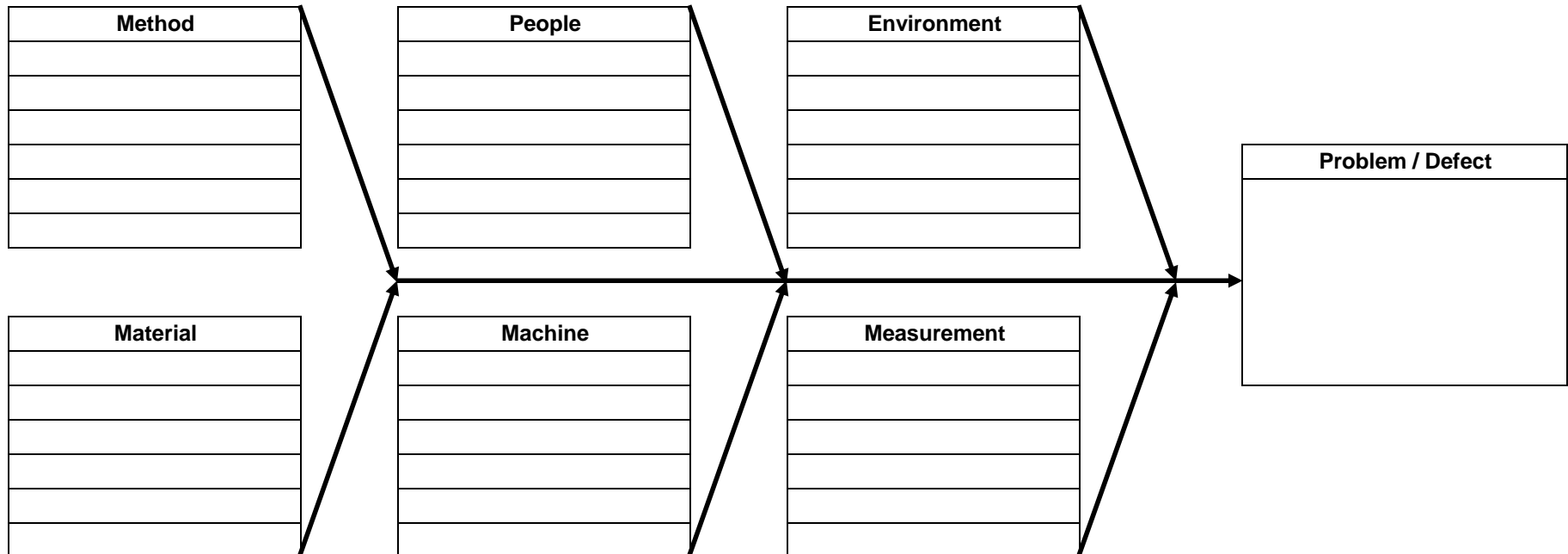
Actual Completion Date

4. Identify Root Cause

4a. Fishbone Diagram

1) Define and list all contributing factors

2) Highlight the contributing factors that seem to have the biggest effect



Fishbone Cause		4b. 3 x 5 Why	For each highlighted cause above, perform a 3x5 why analysis If more than one cause is highlighted, duplicate sections 4b and 4c for each	
Direct Cause (What immediate cause led to the nonconformance?)				
Detection Cause (Why was the nonconformance not caught by inspection, test, or other process controls?)				
Systemic Cause (What core processes, systems, procedures, etc. allowed the nonconformance to occur?)				
4c. Identified Root Causes	Direct Root Cause	Detection Root Cause	Systemic Root Cause	
5. Identify and Define Corrective Actions (Generate permanent corrective action(s) for the identified root causes. Insert additional rows as needed)				
Action Items	Target Completion Date	Responsible Person(s)	Actual Completion Date	
6. Corrective Action Verification Plan (What actions will be completed to ensure that the corrective action(s) are effective? Insert additional rows as needed)				
Corrective Action	How will it be verified?	Target Completion Date	Responsible Person(s)	Actual Completion Date
7. Distribution & Recognition (Who will receive a copy of the completed form?) (Team and individuals should be formally recognized for the success of the corrective action.)				
Distribution List :		Recognition of Team and Individual Efforts :		