General Aluminum Manufacturing Co.

Corrective / Preventive Action

C/P # _____

Plant _____

Originating Date _____ **Due Date** _____ **Shift** _____

Requested By _____ **Responsible Mgr.** _____

Type ☐ Corrective ☐ Preventive **Source** ☐ Internal ☐ External

C/P Issue ☐ Supplier ☐ ***Plant*** ☐ Returns ☐ Customer Complaint ☐ Warranty ☐ Safety ☐ Audit ☐ EMS
☐ ***Unintended Changes*** ☐ ***Customer Scorecard***

GARS / ROSS # _____ **Customer / Vendor** _____ **RGA#** _____

Incident Report # **Quality Alert #** **Customer Tracking #**

If Audit finding complete this section

Audit ☐ Internal ☐ Surveillance ☐ Random ☐ Follow Up **Nonconformance** ☐ Major ☐ Minor ☐ Opportunity

Process Name **Auditor**

Description of Condition

If C/P is due to suspect product shipped to customer, documented notification to customer is attached with this C/P

Interim Action ***(Containment / Short-term – includes information related to consequences / impact from unintended changes)***

Root Cause - Must Check Which Root Cause Analysis Tool Used (Page 2): ☐ **Brain Storming** ☐ **5-Why?** ☐ **Fishbone Diagram**

Final / Permanent Corrective Action

Verification / Effectiveness of Permanent Corrective Action

Justification of NOT applying Audit findings (Quality & EMS) to all Divisions (Determined by Quality Director and/or Quality Systems Manager)

Root Cause Analysis Worksheet

Brainstorming (Go around the room at least 2 times asking each person for a possible root cause (reason) for the issue. Note ideas below.)

5-Why?

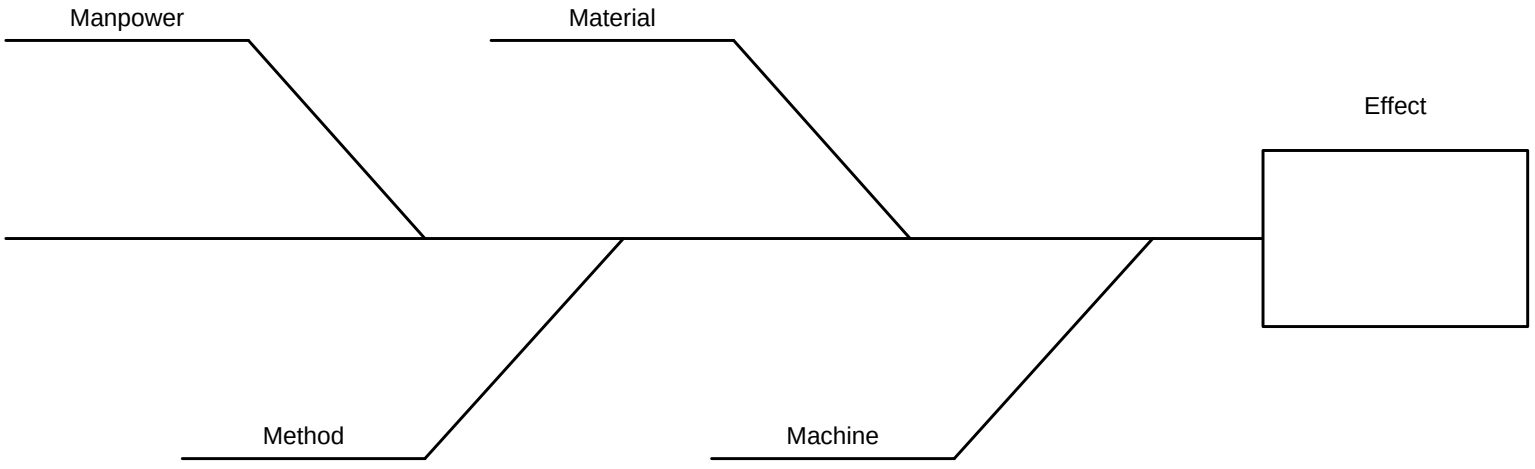
(5-Why should be used to find the **Process, Detection, & Systemic Issues**)

(Ask group question 1 "Why did issue occur?" Note answer 1. Create a question from answer 1 starting with "Why…?" Continue **up to 5 times**.)
(3-Legged 5-Why form can also be used Form # 14.01.01.04)

State Question 1 _____
State Answer 1 _____
State Question 2 _____
State Answer 2 _____
State Question 3 _____
State Answer 3 _____
State Question 4 _____
State Answer 4 _____
State Question 5 _____
State Answer 5 _____

Fishbone

(Use brainstorming or **5-Why** methods to generate possible causes and organize information below. Replacement categories allowed.)



Corrective / Preventive Action

Identified Product/Process Failures are added to the FMEA / Added Monitoring & Measuring are added to the Control Plan				
Verification Checks to Prevent Recurrence	**Comments**			
Process FMEA, Control Plan & Flow Reviewed / Updated?	☐ Reviewed	☐ Updated	☐ Complete	
Layered Process Audit Reviewed / Updated?	☐ Reviewed	☐ Updated	☐ Complete	
Operator Instructions Reviewed / Updated?	☐ Reviewed	☐ Updated	☐ Complete	
Inspection Sheets Reviewed / Updated?	☐ Reviewed	☐ Updated	☐ Complete	
Training Required / Complete / Attached?	☐ Required	☐ Complete	☐ Attached	
Process Change Required?	☐ Yes	☐ No	☐ Initiated	

Was Mistake-proofing Considered?	☐ Yes ☐ No		
8-D Attached?	☐ Yes ☐ No		
Quality Alert Closed / Removed?	☐ Yes ☐ No		
Add to Lessons Learned Log	☐ Yes ☐ No		
***Was the issue and system root cause identified?	☐ Yes ☐ No		
***Other Similar Parts / Process Affected?	☐ Yes ☐ No		Completed by General and/or Quality Mgr.
***Perform a Follow Up Audit?	☐ Yes ☐ No		Completed by General and/or Quality Mgr.
***Increase Audit Frequency?	☐ Yes ☐ No		Completed by General and/or Quality Mgr.
Implement at all Divisions (Audit findings)	☐ Yes ☐ No		Quality Director and/or Quality Systems Mgr.

Verification must be attached to C/P before sign off by Management to ensure items are complete

Title	**Signature**	**Sign Off Date**

DCA Initials of verification for completeness _____

*Note - Also a Database Form – update databases