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| **CORRECTIVE AND PREVENTIVE ACTION REPORT** | | | | | |
| **Process: \_\_\_\_\_\_\_Lab\_\_\_\_Line: \_\_\_\_\_\_\_\_\_\_ M/C: \_\_\_\_\_\_\_\_\_\_\_\_**  **Item: \_\_\_PQR\_\_\_\_\_Date: \_\_dd/mm/yy\_\_\_\_\_** | | | | | |
| **Identification of Problem: Wrong TC had been generated and communicated to customer** | | | | | |
| **Correction/ Containment Action: \_\_\_\_Checked the other TC & verified that all TC are OK\_\_\_\_\_\_\_ Target Date: \_dd/mm/yy\_\_\_\_\_\_\_ Responsibility: \_\_\_\_\_\_\_\_Mr. SGP\_\_\_\_\_\_\_\_\_** | | | | | |
| **Why-Why Analysis or 5 Whys** | | | | | |
| **Why1: \_\_\_Wrong TC had been generated\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| **Why2: \_\_\_\_\_\_\_\_Human Error\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| **Why3: Intermediate checking system was not available** | | | | | |
| **Why4: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| **Why5: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | | |
| **RC (Root cause): Intermediate checking system was not available** | | | | | |
| **Implementation of Action plan** | | | | | |
| **Corrective Action** | **Intermediate checking system will be developed** | **Target Date** | **dd/mm/yy** | **Responsibility** | **Mr. SGP** |
| **Preventive Action** | * **Refresh Training** * **Two layers checking of TC before releasing to customer.** | **Target Date** | **Dd/mm/yy** | **Responsibility** | **Mr.SGP** |
| **Verification of Implemented Action plan:** | | **Checked that SOP has been made and implemented in lab** | | | **Verified by: Mr. P** |
| **Effectiveness Monitoring Status:** | | **Monitoring the monthly TC Status of OK or not OK** | | | **Remarks: No such error found in last 3 months report** |
| **Document updation / Standardization** | | * **SOP: X** * **Check sheet:** * **Control Plan: X** * **FMEA: X** * **R&P record: X** * **Others: \_\_\_\_\_\_\_\_\_\_\_\_\_** | | | **Remarks: SOP has been made, Control plan, PFMEA, R&P has been updated w.r.t action plan.** |