# Implementation Summary

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| **Activity** | **Description** | **Responsibilities** | **Deliverables/Outputs** |
| Implement the corrective actions from Step 12 | The Management Representative should assist the process owners in determining root-causes and finding solutions through workshops and training on 5-Whys analysis, Fishbone Diagrams, or 8 Dimensions (8D) analysis techniques deemed appropriate.  The process owners should implement the corrective actions to address the audit findings. | Process Owners  Management  Representative  Internal Auditors | * Verified corrective actions * Corrective action reports/log * Corrective actions open/closed * Corrective action reports with root-cause analysis findings |

# Implementation Checklist

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| **Description** | **Evidence** |
| Check that process owners are implementing the planned corrective actions in a timely manner. |  |
| Check that all corrective actions are documented and approved by the Management Representative. |  |
| Check that late corrective actions are escalated to Top management for review and action. |  |
| Check that the Management Representative and the Internal Auditors should review and verify successful completion of corrective actions. |  |
| Check that the Internal Auditors are reporting the audit results to the Management Representative. |  |
| Check that the Management Representative assists the process owners in determining root-causes and finding solutions to problems. |  |
| **NOTES:**  **APPROVAL FOR NEXT STEP:** | |