

	GILES CHEMICAL CORPORATION		
	COMPANY PROCEDURE		
	INCIDENT INVESTIGATION	Page : 1 of 1	Revision : 01
	Author: NAME	Area: Example - Quality Investigation	Date : 09/14/09

☐-EXTERNAL
 ☐-INTERNAL
 ☐-MAJOR
 ☐-MINOR

Incident Title : Example = 2006-1025 - QI - hard salt (Date - Area initials - general subject)

Incident Subject : Example = Cumberland complaint - hard salt (brief but detailed subject matter)

Incident Date(s) : Example = 3 loads in June or October 25th, 2006

WHO (Investigation Participants - All of those involved in the investigation)

WHAT (The specific deviation that occurred - The specific Serious Investigation Trigger Point? - Customer and Complaint?)

WHERE (The specific location or department the deviation occurred or affected?)

WHEN (The date(s), the shift, or the timeframe of the incident or deviation)

TO WHAT EXTENT (Amount of deviation / What affect did it have / How much did it cost)

ROOT CAUSE OF PROBLEM (the identified root cause(s) that led to the incident or deviation)

DOCUMENTATION (A list of supporting documentation included with this investigation)

SHORT TERM CORRECTIVE ACTION (actions taken to immediately address the problem, assignments with expected completion date)

ACTION

WHO

WHEN

COMPLETE

LONG TERM CORRECTIVE ACTION (specific actions taken to permanently correct the problem, assignments with expected completion date)

ACTION

WHO

WHEN

COMPLETE

RESOLUTION AND FOLLOW UP (Is the item completely resolved? Is customer follow up required? Time line for revisiting investigation)

ACTION

WHO

WHEN

COMPLETE

FINIAL REPORT SIGN OFF (upon satisfactory completion of all corrective action items, each participant will sign and date indicating completion)

Name	Title	Signature	DATE
Jason Bumgarner	Plant Manager		
Jim Hill	President		