

GILES CHEMICAL CORPORATION

COMPANY PROCEDURE

INCIDENT INVESTIGATION

Page : 1 of 1 Revision : 01
Date : 09/14/09

Author: NAME Area: Example - Quality Investigation

	ACTION LOW UP (Is the item completel ACTION	taken to permanently correct the problem, by resolved? Is customer follow up require n of all corrective action items, each partic Signature	wHO assignments with a WHO d? Time line for r WHO	expected comple WHEN evisiting investi, WHEN	ction date) COMPLETE gation) COMPLETE
RESOLUTION AND FOL	IVE ACTION (specific actions is ACTION ACTION LOW UP (Is the item completely ACTION) OFF (upon satisfactory completion)	taken to permanently correct the problem, ly resolved? Is customer follow up require n of all corrective action items, each partic	wHO assignments with a WHO d? Time line for r WHO	expected comple WHEN evisiting investi, WHEN	ction date) COMPLETE COMPLETE COMPLETE COMPLETE
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SIONI IDAM CORRECT	ACTION	to ininequality data ess the problem, using		· · · · · · · · · · · · · · · · · · ·	
SHORT TERM CORRECT		to immediately dadress the problem, assig	nmenis wiin expec	ted completion	date)
SHORT TERM CORPECT	TIVE ACTION (actions taken	to immediately address the problem assig			
DOCUMENTATION (A)	list of supporting documentation in	nctuaed with this investigation)			
DOCUMENTATION	1				
ROOT CAUSE OF PROB	LEM (the identified root cau.	se(s) that led to the incident or deviat	ion)		
	of actions the time affect the				
TO WHAT EXTENT (A	mount of deviation / What affect di	d it have / How much did it cost)			
WHEIN (The date(s), the shi	ift, or the timeframe of the inciden	it or deviation)			
WHEN (The date(s), the shi	if and a time frame of the installant	d ou dwiggiou)			
WHERE (The specific loca	ttion or department the deviation o	ccurred or affected?)			
WHAT (The specific deviat	tion that occurred - The specific S	Serious Investigation Trigger Point? -	Customer and C	Complaint?)	
		9			
	pants - All of those involved in the	June or October 25th, 2006			
Incident Date(s)		d complaint - hard salt (brief	but detailed	subject mat	tter)
Incident Subject Incident Date(s)			initials - gene	eral subject	.)
	Example = 2006-1025	- QI - hard salt (Date - Area i			,
Incident Subject			MAJOR	MINO	