

(Section A) - NATURE OF NCR:

NCR #: 20/25

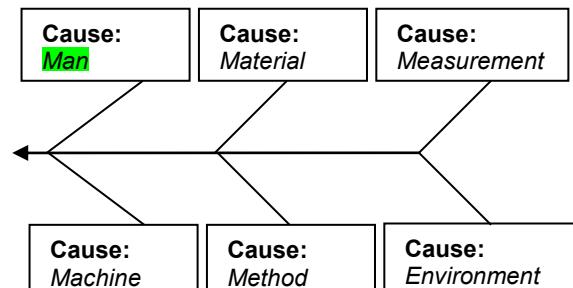
Actual Non-Conformity
 SUPPLIER DEFAULT INTERNAL DEFICIENCY CUSTOMER COMPLAINT OTHER PREVENTIVE ACTION

SYSTEM AFFECTED : ROAD TRAFFIC SAFETY

 ENVIRONMENTAL

(Section B) - DESCRIPTION OF PROBLEM/ EFFECT:

Total driving hours and shift hours need to be addressed and ops to ensure drivers do not exceed total driving hours

(Section C) - ROOT CAUSE ANALYSIS:
(Mark appropriate cause)


Details of Root Cause: Ops team not enforcing driving hours policy

INITIATOR: JC Auditors

DEPT: Management

DATE: 04/09/2025

(Section D) - CONTAINMENT ACTION (IMMEDIATE):
RESP
TARGET DATE
STATUS

1. Update and share driving hours policy	Leroy	14/09/2025	Done
2.			

(Section E) - CORRECTIVE ACTION (SHORT TERM):
RESP
TARGET DATE
STATUS

1 Communicate policy with drivers and enforce policy	Ops	14/10/2025	Done
2.			

(Section F) - PREVENTIVE ACTION (LONG TERM):
RESP
TARGET DATE
STATUS

1. Monitor driving hours and address non compliant drivers	Management	Ongoing	open
2.			

(Section F) - VERIFY EFFECTIVENESS OF ACTIONS TAKEN:

	Problem still occurring. No noticeable differences since actions implemented
x	Problem still occurring, however less frequently
	Problem still occurring very rarely
	Problem effectively rectified. No further occurrences since actions taken
	(Other)
VERIFIED BY:	Leroy
	DATE: 04/09/2025