

**(Section A) - NATURE OF NCR:**

**NCR #:** 011/22

**Actual Non-Conformity**

SUPPLIER DEFAULT

INTERNAL DEFICIENCY

CUSTOMER COMPLAINT

OTHER

**Potential Non-Conformity**

**SYSTEM AFFECTED :**

ROAD TRAFFIC SAFETY

ENVIRONMENTAL

**(Section B) - DESCRIPTION OF PROBLEM/ EFFECT:**

Route risk assessment to be updated to include new routes

**(Section C) - ROOT CAUSE ANALYSIS:**

(Mark appropriate cause)

Cause:  
Man

Cause:  
Material

Cause:  
Measurement

Cause:  
Machine

Cause:  
Method

Cause:  
Environment

**Details of Root Cause:** New routes are being used to reach new dealers

INITIATOR: Trevor

DEPT: Management

DATE: 31/08/2022

**(Section D) - CONTAINMENT ACTION (IMMEDIATE):**

**RESP**

**TARGET DATE**

**STATUS**

1. Identify new and authorise new routes

Leroy

05/09/2022

Done

2.

**(Section E) - CORRECTIVE ACTION (SHORT TERM):**

**RESP**

**TARGET DATE**

**STATUS**

1 Conduct route risk assessment of new routes

Leroy

15/09/2022

Done

2.

**(Section F) - PREVENTIVE ACTION (LONG TERM):**

**RESP**

**TARGET DATE**

**STATUS**

1. Ensure new routes are communicated and route risk assessments are done before the routes are used

Leroy

ongoing

Open

2.

**(Section F) - VERIFY EFFECTIVENESS OF ACTIONS TAKEN:**

Problem still occurring. No noticeable differences since actions implemented

Problem still occurring, however less frequently

Problem still occurring very rarely

Problem effectively rectified. No further occurrences since actions taken

(Other)

VERIFIED BY:

DATE: