ACUTEC
Precision Aerospace, Inc.

Corrective Action Plan Summary

| 1 Define the Problem | 2 Identify the Team | 3 Contain & Take Immediate Action | 4 Determine the Root Causes | 5 Look Across | 6 Correct and Prevent Recurrence | 7 Verify the Solution | 8 Obtain Support and Approval |
|---|---|---|---|---|---|---|---|

| | | | |
|---|---|---|---|
| Organization | | Date of Occurrence/Complaint | |
| Customer | | Required Response Date | |
| ACUTEC Notification # | | Revised CA Response Date | |
| Customer's Complaint # | | Purchase Order/Work Order # | |
| ACUTEC Part/Material# or Process | | Quantity Rejected | |
| Customer's Part/Material # | | Cure Date | |
| ACUTEC Lot # or Batch # | | | |
| Affected Serial #s, if applicable | | | |

## 1. DEFINE THE PROBLEM: Define the problem and provide a starting point for solving it. Need to have the "Correct" problem description to identify causes using terms that are understood by all.

| PROJECT TITLE/THEME | "Is, Is Not" Analysis | ☐ Complete ☐ N/A | |
|---|---|---|---|

**CLARIFY THE PROBLEM: Use the fields below and the embedded Is, Is Not Analysis to clarify the problem, as needed.**

| Where was the nonconformance discovered? | ACUTEC Internal |
|---|---|

**HISTORICAL DATA**

| Is this a repeat issue? | | Unknown |
|---|---|---|

**DESCRIBE THE PROBLEM**

**REQUIREMENT: State the Documented Requirements or Expectations. Define the Goal or Target condition.**

**NONCONFORMANCE: Describe the issue which requires Root Cause Analysis and Corrective Action**

**OBJECTIVE EVIDENCE: Document the specific details of the nonconformance**

**PICTURES: Use the spaces below to add pictures (*.gif, *.jpg, *.tif, *.png)**

## 2. IDENTIFY THE TEAM: Team membership should consist of individuals who … own the process -- are responsible for the areas, equipment, processing, personnel -- are "Subject Matter Experts" -- or can help with th Root Cause Analysis / Corrective Action.

| NAME | | TITLE | ORGANIZATION | CONTACT INFO |
|---|---|---|---|---|
| | Team Leader | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

## 3. CONTAINMENT AND IMMEDIATE ACTION: Immediate actions to contain the problem at each point in the process (WIP, Inventory, In-Transit, and Prior shipments) to ensure that the customer is isolated from the problem. Report investigation findings.

**CONTAINMENT ACTION: Contain inventory at ACUTEC, in consignment locations, in transit and at all customer locations. Issue notifications for all affected material. If the customer needs to be informed, follow process defined in your local procedure. Document actions and notification numbers.**

| POTENTIAL AREAS AFFECTED | DETAILS OF CONTAINMENT ACTION TAKEN | QUANTITY | ACTION TAKEN |
|---|---|---|---|
| AT CUSTOMER ☐ YES ☐ NO | | | |
| ACUTEC WIP ☐ YES ☐ NO | | | |
| ACUTEC STOCK ☐ YES ☐ NO | | | |
| AT SUPPLIER ☐ YES ☐ NO | | | |
| IN TRANSIT ☐ YES ☐ NO | | | |
| CONSIGNMENT ☐ YES ☐ NO | | | |
| DISTRIBUTOR ☐ YES ☐ NO | | | |

**IMMEDIATE ACTION: Ensures the problem will not recur until permanent corrective and preventive actions can be implemented.**

| ACTIONS | ASSIGNED TO | DUE DATE | PLANNED OBJECTIVE EVIDENCE |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |

## 4. DETERMINE THE ROOT CAUSES: Identify the potential causes through use of team brainstorming, fishbone diagrams, 5-why analysis, ect.

**5 Why Analysis: Use the button to the right to access and complete a 5-Why analysis. Additional tools are provided below.**

5 Why ☐ Complete ☐ N/A ☐ Attached

**Additional Tools:**

| Cause and Effect | Pareto Chart | Future Expansion | Future Expansion | Future Expansion | Flow Diagram | Gage R&R | Capability Analysis |
|---|---|---|---|---|---|---|---|
| ☐ Complete ☐ N/A | ☐ Complete ☐ N/A ☐ Attached | ☐ Complete ☐ N/A ☐ Attached | ☐ Complete ☐ N/A ☐ Attached | ☐ Complete ☐ N/A ☐ Attached | ☐ Attached ☐ N/A | ☐ Attached ☐ N/A | ☐ Attached ☐ N/A |

**State Root Causes: Use the Five Why or other appropriate methods and record each likely cause below.**

**Root cause of the specific nonconformance**

**Root cause that the defect was not detected**

**Root cause of the systemic nonconformance (how the system allowed the error to occur)**

## 5. LOOK ACROSS: Look to see if similar parts, processes, etc. are affected.

| COMPLETE | TYPE | DETAILS |
|---|---|---|
| ☐ | Like Parts | |
| ☐ | Like Processes | |
| ☐ | Like Plants | |

## 6. CORRECTIVE AND PREVENTIVE ACTIONS: Identify potential solutions that address the root cause(s). Corrective actions to be evaluated for effectiveness using a decision-based analysis process such as a Process Failure Mode Effects Analysis (PFMEA). List corrective actions or dismissal reasoning for all root causes. Document actions taken to directly address each root cause to ensure the nonconformity does not recur. Classify actions as Corrective ("C"), Preventive ("P") or both.

| ACTIONS | C | P | ASSIGNED TO | DUE DATE | PLANNED OBJECTIVE EVIDENCE |
|---|---|---|---|---|---|
| | ☐ | ☐ | | | |
| | ☐ | ☐ | | | |
| | ☐ | ☐ | | | |
| | ☐ | ☐ | | | |
| | ☐ | ☐ | | | |

Review and update the following documents, where necessary.

| DOCUMENT | UPDATED | N/A | DOCUMENT | UPDATED | N/A |
|---|---|---|---|---|---|
| Drawing/Print | ☐ | ☐ | Operating Procedure (LOP, SOP, etc.) | ☐ | ☐ |
| Inspection Plan (IP) | ☐ | ☐ | Process Flow Diagram | ☐ | ☐ |
| Router | ☐ | ☐ | PPAP | ☐ | ☐ |
| Batch Card | ☐ | ☐ | Frozen Planning | ☐ | ☐ |
| Process Control Plan (PCP) | ☐ | ☐ | First Article | ☐ | ☐ |
| PFMEA | ☐ | ☐ | Other Document (Specify) | ☐ | ☐ |
| Test Instruction (TI) | ☐ | ☐ | Other Document (Specify) | ☐ | ☐ |
| Work Instruction (LWI, Calibration Procedure, Posted Instruction, etc.) | ☐ | ☐ | Manufacturing Instruction (MI) or Manufacturing Procedure | ☐ | ☐ |

## 7. VERIFY THE SOLUTION: Document actions taken or action to be taken to verify that the corrective and preventive actions described above effectively addressed the nonconformance

| ACTIONS | ASSIGNED TO | DUE DATE |
|---|---|---|
| | | |
| | | |
| | | |
| | | |
| | | |

## 8. OBTAIN APPROVAL AND RECOGNIZE THE TEAM: Acknowledge the team, and ensure that the necessary approvals are obtained. Lastly, ensure that all relevant documentation/information storage is completed for easy retrieval, and review measureable for identification of next opportunity.

Team Leader: _____ Date: _____ Contact Info:

Quality Manager: _____ Date: _____ Contact Info:

Additional Approval: _____ Date: _____ Contact Info: