1. **IDENTIFICACIÓN**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **FECHA** | **dd/mm/aa** | **Plan de acción** | **MNC-00X será asignado por DT** | **RESPONSABLE** | **Director Técnico** |

1. **DESCRIPCIÓN DE NO CONFORMIDAD**
   1. **ORIGEN**

|  |  |  |  |
| --- | --- | --- | --- |
| **FUENTE** | **No. De Auditoria** | **No Conformidad No.** | **00X** |

* 1. **DESVIACIÓN (tal como se expresa en el documento fuente)**

|  |
| --- |
|  |

1. **EVALUACIÓN**
   1. **EVIDENCIAS**

|  |  |  |
| --- | --- | --- |
| **No.** | **DESCRIPCIÓN** | **ANEXO** |
| **1** |  |  |
| **2** |  |  |
| **3** |  |  |
| **4** |  |  |
| **5** |  |  |

* 1. **DESCRIPCIÓN SECUENCIAL DE FACTORES CAUSALES Y SUS RELACIONES.**

|  |
| --- |
|  |

* 1. **ANÁLISIS DE CAUSA EFECTO**

|  |  |  |  |
| --- | --- | --- | --- |
| **FECHA** | **04.03.2015** | **No Conformidad No.** | **00X** |

MAQUINARIA

MANO DE OBRA

MATERIA PRIMA

**c**

PROBLEMA (efecto no deseado)

MEDICIÓN

MÉTODOS

MEDIO AMBIENTE

1. **PROGRAMA DE SEGUIMIENTO DE CAUSAS RAÍZ**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CAUSA RAÍZ** | | **ACTIVIDAD** | | | |  | **RESPONSABLE** | **TIEMPO \* CIERRE** | **INDICADOR** |
| **No.** | **Tipo** | **Descripción** | **Código** | **clase** |
| 1 |  | 1.1 |  |  |  |  |  |  |  |
| 1.2 |  |  |  |  |  |  |  |
| 1.3 |  |  |  |  |  |  |  |
| 2 |  | 2.1 |  |  |  |  |  |  |  |
| 2.2 |  |  |  |  |  |  |  |
| 2.3 |  |  |  |  |  |  |  |
| 3 |  | 3.1 |  |  |  |  |  |  |  |
| 3.2 |  |  |  |  |  |  |  |
| 3.3 |  |  |  |  |  |  |  |

CO: Corrección

AC: Acción correctiva

\* Tiempo en días, semanas o meses

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CAUSA RAÍZ** | | **ACTIVIDAD** | | | |  | **RESPONSABLE** | **TIEMPO \* CIERRE** | **INDICADOR** |
| **No.** | **Tipo** | **Descripción** | **Código** | **clase** |
| 4 |  | 4.1 |  |  |  |  |  |  |  |
| 4.2 |  |  |  |  |  |  |  |
| 4.3 |  |  |  |  |  |  |  |
| 5 |  | 5.1 |  |  |  |  |  |  |  |
| 5.2 |  |  |  |  |  |  |  |
| 5.3 |  |  |  |  |  |  |  |
| 6 |  | 6.1 |  |  |  |  |  |  |  |
| 6.2 |  |  |  |  |  |  |  |
| 6.3 |  |  |  |  |  |  |  |

CO: Corrección

AC: Acción correctiva

\* Tiempo en días, semanas o meses

1. **SEGUIMIENTO**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **No.** | **CLASE** | **No. ACTIV** | **CÓDIGO** | **RESPONSABLE** | **TIEMPO** | | **PORCENTAJE DE AVANCE** | | | | | | | | | | **¿Cumple Indicador?** |
| **1** | | **2** | | **3** | | **4** | | **5** | |
| **d/s/m** | **Cant.** | **d/s/m** | **%av.** | **d/s/m** | **% av.** | **d/s/m** | **% av.** | **d/s/m** | **% av.** | **d/s/m** | **%av.** |
| **1** |  |  | **USO EXCLUSIVO DEL AUDITOR** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **2** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **3** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **4** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **5** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **6** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **7** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **8** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| **9** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

1. **CIERRE DE NO CONFORMIDAD**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **CAUSA RAÍZ**  **No.** | | **EFECTIVIDAD DE INDICADORES POR ACCIÓN** | | | | | | **CIERRE DE CAUSA RAÍZ** | | |
|  | | **1** | **2** | **3** | **4** | **5** | | **FECHA** | **RESPONSABLE** | |
| **1**  **USO EXCLUSIVO DEL AUDITOR** | |  |  |  |  |  | |  |  | |
| **2** | |  |  |  |  |  | |  |  | |
| **3** | |  |  |  |  |  | |  |  | |
| **4** | |  |  |  |  |  | |  |  | |
| **5** | |  |  |  |  |  | |  |  | |
| **6** | |  |  |  |  |  | |  |  | |
| **CIERRE DE LA NO CONFORMIDAD** | | | | | | | | | | |
| **FECHA** | **RESPONSABLE** | | | | | | | | | |
| **NOMBRE** | | | | | | **PUESTO** | | | **FIRMA** |
|  |  | | | | | |  | | |  |
|  |  | | | | | |  | | |  |

1. **CAMBIOS EN EL DOCUMENTO**

| **VERSIÓN** | **DESCRIPCIÓN DEL CAMBIO** |
| --- | --- |
| 1 | Se actualizó el formato. |
| 2 | Se actualizó por vencimiento. |
| 3 | Se actualizó diagrama de Ishikawa en dimensiones y ortografía. Corrección orotgráfica. |