

CORRECTIVE ACTION REPORT (CAR)

SOURCE

- System: () IMA – Internal Audit Finding
 () EAF – External Audit Finding
 () CUC- Customer Complaint
 () KPI – Key Performance Indicator
 () SFD – Safety Deviation
 () MRA – Management Review Action Item
 (X) EPS – External Provider Service
 () ISD – IMS System Deviation (please specify): _____

- Material / Product: () IIN – Incoming Inspection
 () OUT – Outgoing Inspection (Dispatch)
 () OTH – Other Identified NC
 please specify: _____

- Deviation from Standard: _____
 (ISO Standard / ISO Clause)
 ► Type of NC: (X) Major NC () Minor NC () Opportunities for Improvement (OFI)
 ► Reason for re-issue: () No Reply () Corrective action not accepted
 ► No of recurrence: () 1st () _____

CAR NO.

INITIATOR:

Name & Signature: Prudencio C. Ocasla / Alfredo Vilena
 Department/Section/Area: Admin
 Date Issued: May 29, 2021
 Reply Due Date: June 1, 2021

RECIPIENT:

Name & Signature: John Vincent Niikura
 Department/Section/Area: JVN Consultancy & General Services
 Date Submitted: May 29, 2021

Description of the Problem (Describe the issue or problem in detail) The Company Shuttle Service with Mark of company name was involved in the Buy Bust Operation last May 28, 2021 at Metro Manila. The Company Name was exposed in some captions or topics or video posted on Facebook and other Social Media Account.

Cause Analysis (Required for all corrective issues; optional for OFI; attached other Analysis if necessary)

WHY1: The driver was given too much freedom with the use of the service shuttle.
 WHY2: The vehicle was not tracked on the day of the incident.
 WHY3:
 WHY4:
 WHY5: This resulted to the driver being able to bring the vehicle on his personal errand which would not have been possible had the driver surrendered the keys to the managing officer.
 4M1E Results:

Any Risk Affected?

NO () YES () _____
 The company's name has been linked to scandalous posts on social media which would affect the credibility of the company.

Action Plan (Actions taken to eliminate root cause; resolve issue and prevent recurrence)

Immediate / Correction Action (within 24hours)

- TERMINATION
 Driver: Marlon A. de Guzman is hereby terminated immediately due to the consequences of his action.

Responsible (Name/Sig/Area) _____
 Target Date of Completion: IMMEDIATE

Corrective / Preventive Action (within 7 days)

- All vehicles will be installed with a GPS tracking/monitoring system that will keep track of the location of the vehicle 24/7 once the engine starts. All drivers will also be equipped with their personal report submission application that will send their current trip status to our managing team.

Responsible (Name/Sig/Area) _____
 Target Date of Completion: IMMEDIATE

Closure of Countermeasure

Notes & Justification

- As this incident is a very sensitive case, the driver is hereby relieved from service and will no longer be eligible for any separation pay and will not be able to get a COE from JVN Consultancy and General Services.

Verified by (name & sig.): _____ Approved by (name & sig.): _____
 Clean Date: _____ Disposition: () OPEN () CLOSED

Notes & Justification

- The incident happened because the driver was able to bring the company's shuttle vehicle on his personal trip.

Verified by (name & sig.): _____ Approved by (name & sig.): _____
 Clean Date: _____ Disposition: () OPEN () CLOSED

Cascading Action

- All other drivers will hereby undergo a refresher course on the company's policies and guidelines and will also undergo surprise random drug testing on a regular basis.

Responsible (Name/Sig/Area) _____
 Target Date of Completion: _____
 Mgt. Approval () Approved () Dis-approved
 Reason for Dis-approval: _____

VERIFICATION

Effectiveness of Action Plan

(done on 6th month after the implementation of action plan or on the next internal audit or whichever comes first)

Notes & Justification

- Corrective Action:

- Preventive Action:

Validated by (name/sig/date.): _____ Approved by (name/sig/date.): _____
 Result: () PASS () FAIL : CAR returned for further processing