

SITE SURVEY REPORT

Corrective Action Register

Prepared for	Ashbrook Contract Packing Ltd
Date	22 Oct 2026
Site	Ashbrook Contract Packing, Market Harborough
Prepared by	S. Okonjo

FORM

Corrective Action Register

1. Register details

Project	Ashbrook Contract Packing, Market Harborough: corrective action register (completed example)
Site or premises address	Unit 9, Kelmarsh Road Industrial Estate, Market Harborough LE16
Organisation	Ashbrook Contract Packing Ltd
Location (GPS)	52.4772, -0.9213
Register date	22 Oct 2026
Register kept by	S. Okonjo
Register reference	CAR-2026-EX
Management system	Quality (ISO 9001)
Sites, departments or processes covered	Goods-in, packing lines 1 to 3, maintenance workshop and despatch
Why the register is being reviewed today	Before an internal audit
Register owner or manager who signs it off	D. Whitlow, operations manager

This register supports a management system record. It does not certify conformity with ISO 9001 or any other standard, and it does not replace your own procedure. For one problem worked through in depth, use a non-conformance report and log its corrective actions here.

Terms used. The ISO 9000 definitions, as quoted by the ISO 9001 Auditing Practices Group: a correction is action to eliminate a detected nonconformity; a corrective action is action to eliminate the cause of a nonconformity and to prevent recurrence. Each entry below records both, the cause in between, and the check that the action worked.

2. Corrective actions

Corrective actions 1: CA-26-031

Reference	CA-26-031
Source	Internal audit
Source reference	IA-26-07, finding 2
Date raised	2 Oct 2026
Raised by	S. Okonjo

Process, department or location	Maintenance workshop
Severity	Minor
What was found	Tools must be inspected before their due date. A 110 V drill past its inspection date was in use on the workshop bench.
Photos of the problem	
Product, batch, asset or document ID	Workshop tool WT-EX-17
Containment or correction done straight away	Drill tagged out of use. All workshop tools checked the same day: two more out of date, both tagged out.
Correction done on	2 Oct 2026
Root cause method	5 whys
The whys, in order	Drill out of date. Nobody saw the date. Dates are only on the tool spreadsheet. Spreadsheet is not looked at when tools are issued. No step in the issue routine to check it.
Root cause	Inspection due dates are kept on a spreadsheet that is not checked when tools are taken from the workshop.
Systemic or a one-off?	Systemic: could recur or exist elsewhere
Other areas, products or sites checked	Despatch and goods-in hand tools checked on 3 Oct: all in date.
Corrective action (removes the cause)	Put an inspection due date label on every tool and add a monthly tool check to the maintenance planner.
Owner	R. Haldane
Due by	16 Oct 2026
Status	Closed
Date closed	14 Oct 2026

Days from raised to closed	12
Evidence the action was done	46 tools labelled, monthly check in the planner from October, procedure MP-04 issue 3 approved 14 Oct.
Could the action itself cause a new problem?	No
Effectiveness check due	21 Oct 2026
Effectiveness result	Effective: no recurrence
Date of the effectiveness check	21 Oct 2026
Checked by	M. Osei
What was looked at to judge it	All 46 tools in date on 21 Oct, and the October monthly check was signed off on 20 Oct.

Corrective actions 2: CA-26-033

Reference	CA-26-033
Source	Customer complaint
Source reference	CC-26-118
Date raised	6 Oct 2026
Raised by	J. Farrant (customer service)
Process, department or location	Packing line 2
Severity	Major
What was found	Customer found 9 cases with 11 units instead of 12 in delivery of 5 October.

Photos of the problem

Product, batch, asset or document ID	Lot EX-2610-05
Containment or correction done straight away	Two days of stock held and checkweighed. 31 short cases reworked. Customer sent a replacement delivery on 7 Oct.
Correction done on	7 Oct 2026
Root cause method	Fishbone (cause and effect) diagram
Where the causes sat	Machine, Method
Root cause	The count sensor on the case packer moved after a changeover, and the changeover sheet has no count check before restart.
Systemic or a one-off?	Systemic: could recur or exist elsewhere
Other areas, products or sites checked	Lines 1 and 3 use the same sensor bracket. Both checked on 8 Oct, both in position.
Corrective action (removes the cause)	Pin the sensor bracket on all three lines and add a 5-case count check to the changeover sheet before restart.
Owner	L. Brennan
Due by	20 Oct 2026
Status	In progress
Days overdue	2
Past its due date and not closed. Agree a new date with the owner and record why it slipped.	
Effectiveness check due	20 Nov 2026
Effectiveness result	Not yet checked
Corrective actions 3: CA-26-036	
Reference	CA-26-036
Source	Incident or near miss
Source reference	NM-26-044
Date raised	9 Oct 2026
Raised by	T. Varga
Process, department or location	Goods-in, door 3
Severity	Minor
What was found	Near miss: a picker stepped out between parked pallets into the forklift route. The walkway line at door 3 is worn away.

Where it was found (GPS)	52.4774, -0.9216
Containment or correction done straight away	Pallets moved off the walkway and temporary barriers put along the route the same shift.
Correction done on	9 Oct 2026
Root cause method	5 whys
The whys, in order	Picker crossed the route. No visible walkway. Paint worn by forklift traffic. Nobody reported it. Floor markings are not on the weekly site inspection.
Root cause	Floor markings are not part of the weekly site inspection, so wear is not picked up.
Systemic or a one-off?	Systemic: could recur or exist elsewhere
Other areas, products or sites checked	All goods-in and despatch markings walked on 10 Oct. Door 5 crossing also faded.
Corrective action (removes the cause)	Repaint the walkways at doors 3 and 5 and add floor markings to the weekly site inspection.
Owner	T. Varga
Due by	23 Oct 2026
Status	Closed
Date closed	16 Oct 2026
Days from raised to closed	7
Evidence the action was done	Walkways repainted 15 Oct. Weekly inspection form updated with a floor markings line, first used 16 Oct.
Could the action itself cause a new problem?	No
Effectiveness check due	13 Nov 2026
Effectiveness result	Too early to say

Closed, but the action is not yet shown to be effective. Keep the effectiveness check open and record the result when it is done.

Corrective actions 4: CA-26-038

Reference	CA-26-038
Source	Supplier issue
Source reference	SNC-26-012

Date raised	14 Oct 2026
Raised by	P. Nair
Process, department or location	Goods-in
Severity	Minor
What was found	Pallet of cartons arrived with torn stretch wrap and crushed cases on the corner.

Photos of the problem



Product, batch, asset or document ID	Batch EX-2610-07
Containment or correction done straight away	Pallet quarantined in the hold bay and the supplier told the same day.
Correction done on	14 Oct 2026
Root cause method	Not done yet
Corrective action (removes the cause)	Supplier to send its cause and corrective action for the load wrapping, then agree the wrap specification with them.
Owner	P. Nair
Due by	24 Oct 2026
Status	Open
Days overdue	0
Effectiveness result	Not yet checked

3. Register summary

Entries in the register	4
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Open or in progress	2
Closed	2
Overdue (past due, not closed)	1
Closed, effectiveness not verified	1
Major or critical still open	1
Closed and verified effective (% of all entries)	25
Register status	Needs attention: overdue or unverified actions
Raised from audits	1
Raised from complaints	1
Raised from incidents	1

Some actions are past their due date. Chase the owners and agree new dates in the follow-ups below.

Some actions are closed without a recorded effective result. Before an audit or management review, check them and record the evidence.

4. Review, follow-ups and sign-off

Overdue or unverified actions	2
Review result	Action needed before the register is signed off

Follow-ups from this review 1: Agree a new date with L. Brennan for CA-26-033 and record why it slipped (bracket parts on order).

Action	Agree a new date with L. Brennan for CA-26-033 and record why it slipped (bracket parts on order).
Priority	This week
Who will do it	S. Okonjo
Due by	23 Oct 2026
Status	Open

Follow-ups from this review 2: Do the effectiveness check for CA-26-036: walk the goods-in markings and look at four weekly inspections.

Action	Do the effectiveness check for CA-26-036: walk the goods-in markings and look at four weekly inspections.
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Priority	Before the next management review
Who will do it	T. Varga
Due by	13 Nov 2026
Status	Open
Follow-ups still open	2
Decision	Up to date once the follow-ups are done
Next register review	19 Nov 2026
Summary for management	Four actions on the register. Tool inspection action closed and shown effective. Case packer count action overdue by two days. Walkway action closed but too early to judge. Supplier wrapping action open.
Register keeper name	S. Okonjo

Register keeper signature



Register owner or manager name	D. Whitlow
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Register owner or manager signature

