

SITE SURVEY REPORT

Non-Conformance and Corrective Action Report

Prepared for	Larkspur Home Ltd
Date	25 Sept 2026
Site	Unit 9, Brookfield Trading Estate, Doncaster
Prepared by	T. Ashworth

FORM

Non-Conformance and Corrective Action Report**1. What was found**

Project	Unit 9, Brookfield Trading Estate, Doncaster
Report number	NCR-2026-047
Customer	Larkspur Home Ltd
Site or department	Goods-in, Unit 9
Site address	Unit 9, Brookfield Trading Estate, Doncaster
Date raised	25 Sep 2026
Raised by	T. Ashworth, goods-in team leader
How was it found?	Supplier delivery
What is it about?	A supplier
Severity	Minor
What should have happened?	Pallets to arrive with no overhang, fully wrapped from base to top, and with no damaged cartons, as set out in the supplier delivery requirements.
What did happen?	Pallet 3 of 8 from Hollinbrook Lighting Ltd arrived with the wrap torn and 6 cartons on the top corner crushed. Cartons on that side overhung the pallet edge by about 50 mm.
Quantity or extent affected	6 cartons of table lamps on 1 pallet, delivery note HL-58812

Photos of the evidence

2. Containment

What was done straight away?	Damage noted on the delivery note before the driver left and photographed. Pallet moved to the quarantine bay and the 6 cartons opened and checked.
What happens to the affected product or work?	Returned to the supplier
Could other batches, sites or jobs have the same problem?	Yes
What has been checked?	Other 7 pallets in the delivery checked, no damage. Last 3 deliveries from this supplier checked on the system, no claims.
Does the customer need to be told?	Yes
Who was told, and when?	J. Pryce, Larkspur Home account manager, by email on 25 September

3. Root cause: 5 whys

Start from what happened and ask why. Take each answer and ask why again. Five is a guide, not a rule: stop when the answer is a process, a method or a missing control that you can change, not a person to blame.

Why did it happen?	The corner cartons were crushed in transit.
Why was that?	They overhung the pallet edge, so they took the load when the pallets shifted.
Why was that?	The supplier stacked a larger carton size on a standard pallet without changing the pattern.
Why was that?	Their pallet pattern sheet was not updated when the carton size changed in August.
Root cause	The supplier changed its carton size without updating its pallet stacking pattern, so cartons overhang the pallet edge and are crushed in transit.
Where does the cause sit?	Method or procedure
Should an existing check have caught this earlier?	No

4. Corrective actions

Actions 1: Return the 6 damaged cartons and raise a credit claim.

Action	Return the 6 damaged cartons and raise a credit claim.
Type	Correction: fixes this case
Owner	T. Ashworth

Due	30 Sep 2026
-----	-------------

Completed	29 Sep 2026
-----------	-------------

Actions 2: Supplier to issue a new pallet pattern for the larger carton with no overhang, and send a photo of the first pallet built to it.

Action	Supplier to issue a new pallet pattern for the larger carton with no overhang, and send a photo of the first pallet built to it.
--------	--

Type	Corrective action: removes the cause
------	--------------------------------------

Owner	Hollinbrook Lighting Ltd, via D. Lister (purchasing)
-------	--

Due	9 Oct 2026
-----	------------

Actions 3: Update the supplier delivery requirements so a supplier must send a new pallet pattern before changing a carton size, and add carton overhang to the goods-in check sheet.

Action	Update the supplier delivery requirements so a supplier must send a new pallet pattern before changing a carton size, and add carton overhang to the goods-in check sheet.
--------	--

Type	Corrective action: removes the cause
------	--------------------------------------

Owner	D. Lister, purchasing
-------	-----------------------

Due	30 Oct 2026
-----	-------------

Actions	3
---------	---

Completed	1
-----------	---

5. Verify and close

Date effectiveness was checked	1 Oct 2026
--------------------------------	------------

Did the actions work?	Too early to say
-----------------------	------------------

What evidence did you look at?	Credit note received for the 6 cartons. New pallet pattern still awaited from the supplier. Effectiveness to be checked on the next 4 Hollinbrook Lighting deliveries.
--------------------------------	--

Which procedures, risks or documents have been changed?	Supplier delivery requirements and goods-in check sheet being changed under action 3. Hollinbrook Lighting kept on increased goods-in checks until the new pallet pattern is proven.
---	--

Status	Open
--------	------