

Non-Conformance and Corrective Action Report

Record a non-conformance, contain it, find the root cause with 5 whys, set corrective actions with owners and dates, then verify and close.

1. What was found

Raise it while the evidence is in front of you.

Project

Filled in from the project in SiteSurvey.

Report number

Customer

Site or department *

Site address

Date raised *

Raised by

How was it found? (choose one)

- ☐ Internal audit
- ☐ Inspection or test
- ☐ Customer complaint
- ☐ Supplier delivery
- ☐ Observation on site or on the line
- ☐ Incident or near miss

What is it about? (choose one)

- ☐ Product or material
- ☐ Workmanship
- ☐ A process not followed
- ☐ A document or record
- ☐ A supplier

Severity * (choose one)

- ☐ Minor ☐ Major ☐ Critical

What should have happened?

The requirement: drawing, specification, procedure or standard, with its reference.

What did happen? *

Facts only: what, where, when and how many.

Quantity or extent affected

Photos of the evidence (photos: attach, or note the file names)

2. Containment

Stop it spreading before you work out why.

What was done straight away?

What happens to the affected product or work? (choose one)

- ☐ Quarantined
- ☐ Reworked or repaired
- ☐ Scrapped
- ☐ Returned to the supplier
- ☐ Used as it is, with approval
- ☐ Not applicable

Who approved using it as it is? (if applicable)

Could other batches, sites or jobs have the same problem?

- ☐ Yes ☐ No

What has been checked? (if applicable)

Does the customer need to be told?

- ☐ Yes ☐ No

3. Root cause: 5 whys

Ask why until you reach something you can change.

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?

Why was that? (if applicable)

Why was that? (if applicable)

Why was that? (if applicable)

Why was that? (if applicable)

Root cause *

Where does the cause sit? (choose one)

- ☐ People and training
☐ Method or procedure
☐ Material
☐ Machine or equipment
☐ Measurement
☐ Environment
☐ Other: _____

Should an existing check have caught this earlier?

☐ Yes ☐ No

Why did it not? (if applicable)

4. Corrective actions

Fix this one, then stop it happening again.

Actions (copy this block for each one)

Action *

Type (choose one)

☐ Correction: fixes this case ☐ Corrective action: removes the cause

Owner

Due

Completed

Actions (worked out automatically in the app)

Completed (worked out automatically in the app)

5. Verify and close

Check the fix worked before you close the report.

Date effectiveness was checked

Did the actions work? (choose one)

☐ Yes ☐ No ☐ Too early to say

What evidence did you look at?

If applicable: The cause has not been removed. Go back to the 5 whys: the root cause was probably one step further on.

Status * (choose one)

☐ Open ☐ Closed

Closed by (if applicable)

Signature (if applicable)