Action Plan Reference

LEVEL: **3**	CONTROL NO.:	REVISION NO.:	EFFECTIVE DATE:
TASK: **Nonconformance Plan Definition**			

Your Company Name and Address		**Report No.** Registrar or customer's numbering system.
	___ ***Customer*** ___ ***Certification*** ___ ***Surveillance No.*** ___ ***Internal Audit***	**Nonconformance No.** Use your numbering system.
Standard: Quality Standard that you subscribe to/or the one that you are held accountable to	**Paragraph:** Identify the applicable requirement in the standard where you are not compliant	**Area Audited:** Indicate the dept. where the nonconformance was detected. This is typically a field for your internal audit responses.

Nonconformance:	Copy the customer/auditor's nonconformance verbatim.
Requirement:	State the specific requirement within the standard that you are in violation. This keeps the team focused & provides a foundation for your problem solving efforts.
Planning Meeting:	Identify the date your problem solving meeting was conducted and who was in attendance.
Cause:	Classify the cause (with appropriate description) as due to one of four potential causes: 1. Inadequate Process 2. Absence of a Process 3. Inadequate Training 4. Absence of Training
Corrective Action:	Indicate what will be done to resolve the nonconformance. All containment activities would be defined here. This should include the development or revision of all documents and records involved.
Prevention:	This includes development of unique actions to avoid reoccurrence as well as the training of personnel.
Systemic Action:	Determine who in the organization can benefit from this opportunity for improvement and communicate the issue to them.
Review:	Enter a statement that confirms you have reviewed all actions taken and you have the evidence to support these actions. A follow-up with your customer (before they chose to follow-up with you) is another effective way to ensure resolution and to continue to build your relationship.

Customer/Registrar:	**Date Reported:**
Your Acknowledgement:	**Date Due:**

Action Plan - Example

Our Business 123 Drive Akron, Ohio 44224	✓ ***Customer*** ___ ***Certification*** ___ ***Surveillance No.*** ___ ***Internal Audit***	**Customer Report No:** ABC-07B10 **Nonconformance No:** 2007-G

Standard: ISO 9001:2000	**Paragraph:** 8.2.4

Nonconformance:	Parts were shipped without the proper bar-code.
Requirement:	Product release and service delivery shall not proceed until the completion of planned arrangements.
Planning Meeting:	A planning meeting was conducted on 10/31/06 that was attended by John Doe – Shipping Supervisor, Jane Doe – Customer Service Representative, Jimmy Doe – Warehouse Coordinator, and Fred X – Quality Assurance Manager.
Cause:	A system to review unique customer requirements in the Shipping area was broadly defined. However, the only person with the clear understanding of this process was not at work at the time of this shipment. The process was determined to be inadequate.
Corrective Action:	1. Immediate **(10/27)** – Reviewed all special packaging requirements for all customers. Reviewed stock to be sure special cases were properly identified prior to shipment. 2. Updated work instruction xyz "Shipping Process" to include reference to activities outside of standard shipping procedures. **(10/30)** 3. Created a new document that will be posted at the shipping area. This work instruction is xyy "Customer Specific Shipping Reference" **(11/3)**
Preventive Action:	1. Implemented a color code system whereby all customers who require activities unique to the standard process are flagged with a green sticker. **(11/3)** 2. Trained all Shipping personnel with the newly defined process. **(11/3)**
Systemic Review:	1. Extended the awareness of this issue to all people within the plant in order to communicate the importance of meeting customer specific demands. **(11/6)** 2. Asked all Department Managers to consider/identify other unique customer requirements in their area that could potentially be an issue in the future. **(11/6)** 3. Posted this issue and the activities to resolve the issue on the plant communication boards. **(11/6)**
Review:	Performed an audit of the process to ensure that the actions taken above were effective. This is to certify that all actions described in this plan have been implemented and the objective evidence of actions taken is contained in the records of the company. **(11/27)**
Customer Follow-up:	11/30/06 – Called customer contact (Mac Itright) and discussed the actions taken within this plan. This corrective action was determined to be effective.

Customer: **ABC Company**	Date Reported: **10/27/06**
Acknowledgement: **Fred X, Quality Assurance Manager**	Date Due: **11/27/06**