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Operation Description: How to fill out a Corrective Action Report

Operation Number: F-740-008

Revision: A

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#### DOCUMENT HISTORY

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Rev	Date	Description	Document Coordinator
A		Release	L. Zellmer

## PROCESS STEPS

### 1.0 Purpose

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- 1.1 This procedure is to assist the Vendor (who does not have a Quality System to create Corrective Actions) in filling out the Corrective Action Report fields.

### 2.0 Responsibilities

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- 2.1 It is the responsibility of the Vendor to fill out all required fields and return to Dynetic Systems once it is complete.
- 2.2 It is the responsibility of the Quality Manager and Purchasing Supervisor to review the Corrective Action Report and follow up as necessary.

### 3.0 Definitions

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- 3.1 CAR – Corrective Action Report

### 4.0 Equipment/Software

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- 4.1 Microsoft Excel

### 5.0 Instructions

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#### 5.1 CAR Details

- 5.1.1 Customer: Enter customer's name.
- 5.1.2 CAR Type: Options are: Internal, External, Customer Complaint or Supplier CAR.
- 5.1.3 Site: The Vendor's location.
- 5.1.4 Owner: The person that instigated the CAR.
- 5.1.5 CAR Status: Is the status: Open, Approved, Cancelled, Closed.
- 5.1.6 Category:
- 5.1.7 Dates
- a) Initiated: The date the CAR is created.
  - b) Containment Approved: Date containment of product is approved.
  - c) CA Plan Approved: Date the Corrective Action Plan is approved.
  - d) Closed: The date the CAR was closed after validation and effectiveness of changes has been proven.
  - e) Scheduled for Review: When is this expected to be reviewed to verify effectiveness of change of process/procedure/etc.
  - f) Due Date: What is the expected due date/completion date.
- 5.1.8 NonConf ID#:
- 5.1.9 Tracking #:
- 5.1.10 Purchase Order: The Vendor's Purchase Order number.
- 5.1.11 Cost: The cost of the product returned back to the Vendor.
- 5.1.12 Part Number: The Vendor's Part Number.
- 5.1.13 Rev: The rev level the parts were sent back as.
- 5.1.14 Quantity: How many were returned.
- 5.1.15 Team: Who is involved with fixing this Corrective Action Request?
- 5.1.16 Detailed Problem Description: Provide the starting point: Need "correct" problem description to identify root cause.

## PROCESS STEPS

### 5.2 Containment and Root Cause

5.2.1 Containment: Temporary actions to contain problem and "fix" until permanent correction is in place. (Note: Validate the action taken works.)

5.2.2 Root Cause: (list primary Root Cause, escape root cause, and any contributing root causes if applicable.)

### 5.3 Corrective Action

5.3.1 Action: What are the steps to fix this problem.

5.3.2 Owner: Who is responsible to complete each action. (More actions can be added during the process of completing an action).

5.3.3 First ECD / Current ECD: Estimated Completion Date. The first expected completion date and after actions have been completed and there is a better picture of what needs to be done, then the Current ECD is adjusted.

5.3.4 Action Status: This can be: Complete; permanent, Complete; Validation needed, Open or Cancelled.

5.3.5 Date Complete: What date was this action completed.

5.3.6 Comments: Any notes regarding the action.

5.3.7 Validation Details: What was done to validate that the actions were completed effectively.

5.3.8 Validation / Acceptance Criteria: What criterion needs to be met for validation to occur.

5.3.9 Actual Value: Compared to the expected value, what was the actual value?

5.3.10 Date Validate: The date the CAR was validated.

5.3.11 Validated By: The person who validated the CAR.

### 5.4 Preventive Actions

5.4.1 Action: What are the steps to fix this problem.

5.4.2 Owner: Who is responsible to complete each action. (More actions can be added during the process of completing an action).

5.4.3 First ECD / Current ECD: Estimated Completion Date. The first expected completion date and after actions have been completed and there is a better picture of what needs to be done, then the Current ECD is adjusted.

5.4.4 Action Status: This can be: Complete; permanent, Complete; Validation needed, Open or Cancelled.

5.4.5 Date Complete: What date was this action completed.

5.4.6 Validation Details: What was done to validate that the actions were completed effectively.

5.4.7 Validation / Acceptance Criteria: What criterion needs to be met for validation to occur.

5.4.8 Actual Value: Compared to the expected value, what was the actual value?

5.4.9 Date Validate: The date the CAR was validated.

5.4.10 Validated By: The person who validated the CAR.

## PROCESS STEPS

### 5.5 Comments and Attachments

5.5.1 Comments: Enter any relevant comments. Upon closure, document date presented to Customer and Customer response if External CAR.

5.5.2 Attached Files:

- a) File Name: The name of the file included with the CAR.
- b) File Description: What can be found within the file, what documentation is included.

### 6.0 Forms and Records

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6.1 F-740-009 Supplier Corrective Action Report Forms

### 7.0 Attachments

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7.1 None

### 8.0 Related Documents

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8.1 F-740-004 Terms and Conditions

8.2 F-740-005 Supplier Quality Requirements

8.3 F-740-006 Supplier Deviation Request Procedure

8.4 F-740-007 Supplier Deviation Request Form

8.5 F-740-010 Supplier Requirements – Bearings

8.6 F-740-011 Letter to Vendors – Bearings

8.7 F-740-012 Certificate of Compliance – Bearings

8.8 F-740-013 Certificate of Compliance - Example

### 9.0 References

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9.1 None