

Corrective Action Process Steps

Corrective Action Process – A documented investigation process that follows these steps:

- Contain the effect of the abnormality, e.g. replace poor product or repair equipment.
- Clearly define the problem. Describe the problem by identifying what is wrong and detail the problem in quantifiable terms.
- Allocate individual responsibilities. Who should be exploring corrective action? As a minimum, this should be dealt with at the lowest possible organisational level and include workers or operators that witnessed the symptoms.
- Collect and analyse information/data on the variance or problem.
- Determine the root cause of the variance.
- Develop corrective actions to solve the root cause.
- Implement the corrective actions.
- Verify that the variance is eliminated.
- Update the standards (standard work, product, raw material, etc.) if necessary.
- Provide necessary training for the new standard work.