

## What They Are

## Why You Need Them

Corrective Actions are improvements to an Organization’s business processes and procedures to correct the root cause(s) of a non-conformance and to prevent their recurrence.

They are the mechanism that drive continuous improvement. To ensure they are effective they need to be based on a systematic root cause analysis and evaluated after implementation to confirm they had the desired impact.

## What You Need

1. **A Quality Management System (QMS)**  
Business processes to manage quality in the organization and in work product delivery.
2. **Corrective Action Report**  
A way to efficiently and consistently document corrective actions
3. **Corrective Action Register**  
A log of identified corrective actions
4. **Non-Conformances**  
What was the original problem that led to the Corrective Actions being developed

5. **Data Sources**  
Sources of other data to dig deeper around where the problem originated
6. **Root Cause Analysis (RCA)**  
Drill in to get to the heart of what went wrong using an RCA method like 5-Why
7. **Improvement Actions**  
What you are doing to improve processes
8. **Effectiveness Evaluation**  
How you are following up to confirm your improvement actions had the desired effect

## Corrective Action Register - Example

#	CA Name	Related NCR	Raised	RCA	Actions	Evaluation / Evidence	Status	Closed
001	Receiving Process	min-001	2/1/2015	Receiving form missed key data, frequency of inspections low	1. Update receiving form 2. Increase frequency of inspections	New form implemented Reports show increased frequency	Closed	3/1/2015

## Anatomy of a Corrective Action

1. Corrective Action			
CA #		Related NCR	
Status		Evaluated	
Raised By		Closed By	
Title		Title	
Raised On		Closed On	
2. Root Cause Analysis			
3. Improvement Actions			
4. Effectiveness Evaluation			
5. Effectiveness Evaluated By			
Name		Signature	
Name		Signature	
Name		Signature	
6. Objective Evidence			
6. Further Actions (if any)			

1. The general details of the corrective action. Identify any related NCRs, when it was evaluated and when it was closed out.

2. Describe the RCA method and the ultimate findings – what came out of it leading to the actions.

**3. What are you doing – the actual business processes you are changing and what you are changing.**

4. How you are evaluating that the actions had the desired effect on the business processes.

5. Who actually evaluated the corrective action's effectiveness.

6. What objective evidence was actually reviewed.

7. Your effectiveness evaluation may result in further actions to be taken to correct the process.