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| **Today’s Date:**  Click or tap to enter a date. | **Submitted By**  Click or tap here to enter text. | | | **CAR Number:** Assigned from CAR Log by CAR Coordinator  CAR Number |
| **When nonconformities occur, including any arising from customer complaints, describe the issue.** (A nonconformity is defined as a failure to meet requirements/expectations.) Describe the improvement or change to the processes or documents needed.  Click or tap here to enter text. | | | | |
| **Team Leader and Type Chosen By CAR Coordinator** | | | | |
| **Assigned Team Leader. (If the Team Leader needs others, record who else helped after the Team Leader’s Name.)** Click or tap here to enter text. | | **Choose Type of Corrective Action Needed:**  Customer Complaint Internal Audit Nonconformity Improvement/Management of Change (MOC) External Audit Nonconformity or Opportunity to Improve Failure to Meet a Planned Requirement (Service or Product Nonconformity)  Document Change or Add New Document  Opportunity to Improve | | |
| This Section Completed by Team Leader | | | | |
| Describe Immediate Reactions or What Has Been Done (Containment):Click or tap here to enter text. | | | | |
| Review and analyze the situation. Attach evidence and describe what was done. How many? Where? What Happened? Click or tap here to enter text.  **Determine the cause of including human factors. Attach evidence and describe what was done to determine the cause.** Click here to enter text.  **Determining if similar nonconformities exist or could potentially occur? Describe the situations.**  Click or tap here to enter text. | | | | |
|  | | | | |
| Should further actions be taken? Yes  No  If yes continue. If no, return the CAR to the CAR Coordinator. | | | | |
| Name of Decision MakerClick or tap here to enter text. | | | Date Click or tap to enter a date. | |

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| When the decision is made that the effort should continue, the Team Leader, addressing the problem, completes the next section describing actions planned and documenting when complete. Ensure actions continue conformity with requirements of the standard. If this is a change to a process or a document, ensure there are action items to get approval of the changes and to ensure any resource needs are addressed. | | | |
| Actions to be implemented: | Assigned to: | Expected Complete | Actual Completion |
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| Action Plans Reviewed and Approved by:Click or tap here to enter text.Date:Click or tap to enter a date. | | | |
| CAR Coordinator or Their Designee Completes from Here Down | | | |
| **Review the Risks and Opportunities and make edits to prevent reoccurrence.**  **Changes Made:** Click or tap here to enter text. Person making the changes: Click or tap here to enter text.Date: Click or tap here to enter text. | | | |
| Do any QMS documents need to be changed. What document changes were made? Click or tap here to enter text.  **Person making the changes:** Click or tap here to enter text.  **Date:**  Click or tap to enter a date. | | | |
| Review the effectiveness of the actions taken. Record evidence reviewed to support your decision. **Person making the decision:**  Decision Made By **Date:** Date  Click here to enter why the corrective action is seen as effective. Document what has occurred because of the corrective action (results of corrective action.) | | | |

*When finished, the Corrective Action Coordinator retains the completed CAR documentation.*

*The Corrective Action Coordinator logs the opening and closing of the Corrective Action.*

*Escalate CARS not getting worked by reporting status in Management Review.*

*IDEALLY, THE PERSON WHO IS LEADING THE TEAM SHOULD NOT VERIFY EFFECTIVENESS.*