

➤ [New Service - Online Resource](#)

➤ [New Product - Corrective Action Management System 3.0](#)

- CAR system Dashboard
- Action Plan and Preliminary Root Cause Analysis
- Real Root Cause and Action Implementation
- Action Effectiveness Verification and an Example

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What's new in version 3.0

- ▶ Automatically assigning CAR Number
- ▶ Cost of Quality and Risk Management
- ▶ Data Synchronization between users (e.g. Suppliers)
- ▶ Action Effectiveness review and verification
- ▶ Long-term system review to uncover system failures

➤ [New Online Resource - An Introduction of a Corrective Action Management System](#)

Corrective Action is an element of ISO9000/OS9000 standard. As described in QS9000: "The supplier shall establish and maintain documented procedures for implanting corrective and preventive action..." (QS 9000 Element 4.14)

ISO9000 also stipulates that "The organization shall take corrective action to eliminate the cause of nonconformities..." (ISO9000 8.5.2)

Two typical failures of a Corrective Action System:

- Fail to concentrate on evaluating the improvement actions, but focus excessively on CAR dispatching processes
Root Cause: efforts are stretched thin by the complex distribution processes
- Fail to use existing data to predict and prevent future failures and carry over best practices
Root Cause 1: Difficult to use a single index (defective quantity, risk, or cost) to estimate future product/process behavior
Root Cause 2: Time-consuming task to summarize data

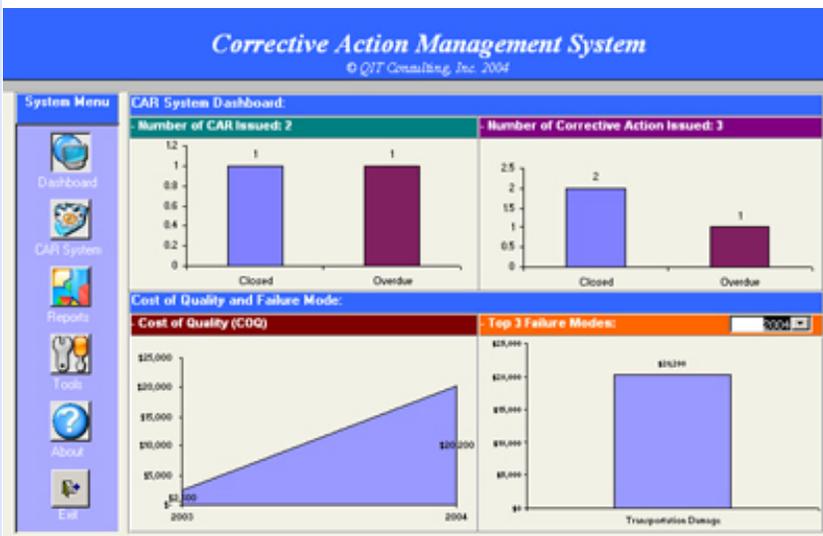
Full Contents

- CAR System Introduction
- Objectives of a CAR System
- Common Failures of a CAR System
- Case Study- A Million-Dollar Switch Failure
- Case Study - "Do it right in the first time"
- Perspectives Beyond ISO9000
- A CAR System Check Sheet

A handy check sheet is included in this presentation for users to assess their current CAR Systems ...

 [More Details](#)

➤ [QIT Corrective Action Management System 3.0](#)



Optimal for a business to

- Establish a cost-effective and ISO9000 compliant CAR system
- Manage Corrective Action, Safety Action, and Supplier Corrective Action Request (SCAR)
- Communicate issues with suppliers, customers, or subsidiaries
- Maintain a product/process knowledge base

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Preliminary Analysis and Corrective Action Request

Basic Info
 CAR Number: CAR-04-0001 Process/Product #: PRO-001 CAR Type: Product Level
 CAR Issuer: QIT Admin CAR Issue Date: 3/3/2004 Target Due Date: 4/2/2004

Preliminary Root Cause and Corrective Action Plan

Defect Description: 200 units of PRO-001 were broken during transportation	Preliminary Root Cause: Products were damaged by the moving cart.	Cost Analysis Risk Analysis
		Cost of Quality (COQ)
		Defective QTY: 200
		Unit Cost: \$100.00
		Other Cost: \$200.00
		Total Quality Cost: \$20,200.00

Failure Mode: Transportation Damage

Corrective Action Plan:
Redesigned the product to add a hanging hole to make it easy to handle.

CA Rep.: QIT Admin **Deadline:** 4/1/2004

Next Defect Pre. Defect

CAR Status: Status: **CAR Close Date:**

Review CAR Report Close

Corrective Action Request Feedback and Effective Verification

Basic Info
 CAR Number: CAR-04-0001 Process/Product #: PRO-001 CAR Type: Product Level
 CAR Issuer: QIT Admin CAR Issue Date: 3/3/2004 Target Due Date: 4/2/2004

Preliminary Root Cause and Corrective Action Plan

Action Plan **Cost Analysis** **Risk Analysis**

Defect Description:
200 units of PRO-001 were broken during transportation

Failure Mode: Transportation Damage

Preliminary Root Cause:
Products were damaged by the moving cart.

Corrective Action Plan:
Redesigned the product to add a hanging hole to make it easy to handle.

CA Rep.: QIT Admin **Pre. Action** **Next Action**
Deadline: 4/1/2004

Corrective Action Review and Results Verification

Action Implementation **Reviews and Verifications**

Real Root Cause:
Product is difficult to hold.

Implemented Corrective Action:
Eng. Dept. added a hanging hole on the product. The new dwg. Released at 4/2/2003

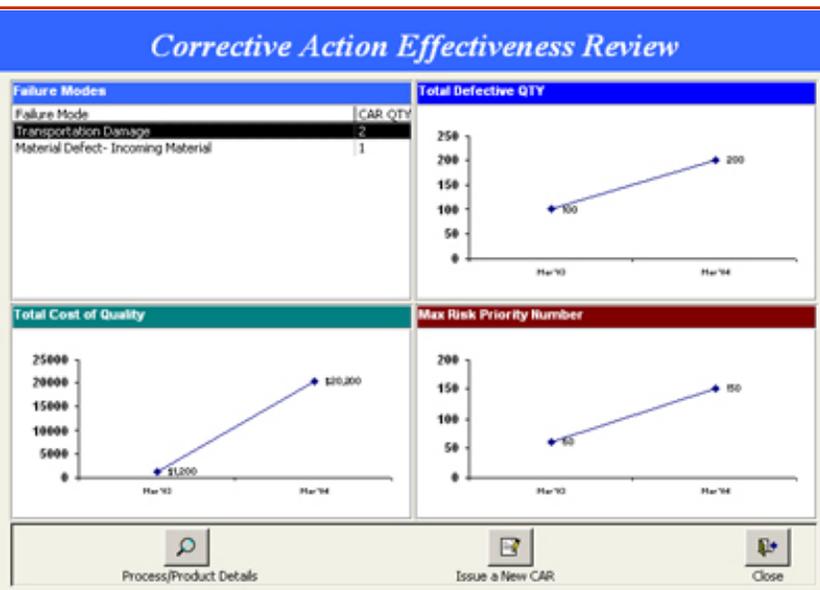
Implementation Date: 4/2/2003 **Pre. Review** **Next Review**

CAR Close Date: **Status:**

Review CAR Report Close

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Corrective Action Effective Review and an Example

The illustration on the left shows:

- 1) The #1 failure mode is Transportation Damages
- 2) From Mar. '03 to Mar. '04, the Total Defective Quantity, Total Cost of Quality, and Risk and Priority Number all exhibit upward sloping trend

The conclusion:

- 1) The previous corrective actions for Transportation Damage doesn't have significant impacts on improving the situation.
- 2) Detailed root cause analysis and actions are needed. There may be an undiscovered root cause in the system

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