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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Date:** | Click or tap to enter a date. | |  | **Rev.:** | | | 0 | | |
|  | | | |  | | | | | |
| 1. **PROBLEM DEFINITION** | | | | 1. **TEAM MEMBERS** | | | | | |
| **Non-conformance reference / type:** | | **NCxxxx** | | **RCA Coordinator:** | |  | | | |
| **What Problem?** | |  | | **Team members:** | |  | | | |
| **Where Defect?**  *Location of the defects and provide specify pictorials with arrows* | |  | |
| **Why Specs out?**  *Provide actual defective parameters versus specified reference tolerance. This will provide a good basis and understanding the reason for rejects* | |  | |
| 1. **ROOT CAUSE OF NON-CONFORMANCE** | | | | | | | | | |
| *Use Fishbone Diagram (here after) to define the main cause.*  *After apply the 5 Whys method to the main cause to define the root cause* | | | | |  | | |  |  |
| * 1. Cause and Effect diagram (fishbone) | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | **1. MACHINE** | | | | |  |  |  | **2. MATERIAL** | | | | |  |  |  | **3. MAN** | | | | |  |  |  |  |  |  |  | |  | 1.1 |  | | | | |  |  | 2.1 |  | | | | |  |  | 3.1 |  | | | | |  |  |  |  |  |  | |  |  | 1.2 |  | | | | |  |  | 2.2 |  | | | | |  |  | 3.2 |  | | | | |  |  |  |  |  | |  |  |  | 1.3 |  | | | | |  |  | 2.3 |  | | | | |  |  | 3.3 |  | | | | |  |  |  |  | |  |  |  |  | 1.4 |  | | | | |  |  | 2.4 |  | | | | |  |  | 3.4 |  | | | | |  |  |  | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **►** | **Defect:** | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  |  |  |  | 4.4 |  | | | | |  |  | 5.4 |  | | | | |  |  |  |  |  |  |  | |  |  |  |  |  |  |  | 4.3 |  | | | | |  |  | 5.3 |  | | | | |  |  |  |  |  |  |  |  | |  |  |  |  |  |  | 4.2 |  | | | | |  |  | 5.2 |  | | | | |  |  |  |  |  |  |  |  |  | |  |  |  |  |  | 4.1 |  | | | | |  |  | 5.1 |  | | | | |  |  |  |  |  |  |  |  |  |  | |  |  |  |  |  | **4. METHOD** | | | | |  |  |  | **5. MOTHER NATURE** | | | | |  |  |  |  |  |  |  |  |  |  |  | | | | | | | | | | |
| * 1. Main cause defect identification | | | | | | | | | |
| |  |  |  | | --- | --- | --- | | **Cause Ref.** | **Probability** | **Justification (evidences against or for)** | | **1.1** | Choose an item. |  | | **2.1** | Choose an item. |  | | **2.2** | Choose an item. |  | | **2.3** | Choose an item. |  | | **3.1** | Choose an item. |  | | **3.2** | Choose an item. |  | | **3.3** | Choose an item. |  | | **4.1** | Choose an item. |  | | **5.1** | Choose an item. |  | | | | | | | | | | |
| * 1. 5 "Why's" | | | | | | | | | |
| *Please develop all probability ranked as “high” or “very high”* | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Main Cause**  **Defect** |  | | |  |  |  |  |  | |  | **▼** | | |  |  |  |  |  | | **Why?** |  | | |  |  |  |  |  | |  | **Why?** |  | | |  |  |  |  | |  |  | **Why?** |  | | |  |  |  | |  |  |  |  | **Why?** |  | | |  | |  |  |  |  |  | **CAUSE** |  | | | | | | | | | | | | |
|  | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Main Cause**  **Defect** |  | | |  |  |  |  |  | |  | **▼** | | |  |  |  |  |  | | **Why?** |  | | |  |  |  |  |  | |  | **Why?** |  | | |  |  |  |  | |  |  | **Why?** |  | | |  |  |  | |  |  |  |  | **Why?** |  | | |  | |  |  |  |  |  | **CAUSE** |  | | | | | | | | | | | | |
|  | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Main Cause**  **Defect** |  | | |  |  |  |  |  | |  | **▼** | | |  |  |  |  |  | | **Why?** |  | | |  |  |  |  |  | |  | **Why?** |  | | |  |  |  |  | |  |  | **Why?** |  | | |  |  |  | |  |  |  |  | **Why?** |  | | |  | |  |  |  |  |  | **CAUSE** |  | | | | | | | | | | | | |
|  | | | | | | | | | |
| |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Main Cause**  **Defect** |  | | |  |  |  |  |  | |  | **▼** | | |  |  |  |  |  | | **Why?** |  | | |  |  |  |  |  | |  | **Why?** |  | | |  |  |  |  | |  |  | **Why?** |  | | |  |  |  | |  |  |  |  | **Why?** |  | | |  | |  |  |  |  |  | **CAUSE** |  | | | | | | | | | | | | |
|  | | | | | | | | | |
| 1. **CONTAINMENT PLAN, CURATIVE AND CORRECTIVE ACTIONS** | | | | | | | | | |
| * 1. Containement plan | | | | | | | | | |
| 1. XXXX 2. XXXX | | | | | | | | | |
| * 1. Curative actions (to correct the delivered goods) | | | | | | | | | |
| * 1. XXXX   2. XXXX | | | | | | | | | |
| * 1. Corrective actions (to avoid recurrence of the issue) | | | | | | | | | |
| *Insert here the recap table of correctives actions identified after the completion of the detailed analysis.*   | **Action register** | **Description** | **By (Dept./Owner)** | **Status** | | --- | --- | --- | --- | | **1** |  |  | **Open** | | **2** |  |  | **Open** | | **3** |  |  | **Open** | | **4** |  |  | **Open** | | **5** |  |  | **Open** | | **6** |  |  | **Open** | | **7** |  |  | **Open** | | **8** |  |  | **Open** | | **9** |  |  | **Open** | | **10** |  |  | **Open** | | | | | | | | | | |