1. **Details**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Originator:** | | | | | | **Date** | | | | |
| **Source (tick as appropriate)** | | | | | | | | | | |
| **Customer** |  | **Supplier** | |  | **Audit** | | |  | **Internal** |  |
| **Description of the problem:** | | | | | | | | | | |
| **Consequences of the problem** | | |  | | | | | | | |
| **Customer/Supplier Name** | | |  | | | | | | | |
| **Contact Name** | | |  | | | | **Phone No** | |  | |
| **Contact email** | | |  | | | | | | | |
| **Order Number’s** | | |  | | | | **Lot Number’s** | |  | |
| **Product/materials involved** | | |  | | | | | | | |
| **Quantity** | | |  | | | | | | | |
| **BRCGS Clause Ref relating to the issue** | | |  | | | | | | | |
| **Cost** | | |  | | | | | | | |

1. **Team**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Name** | **Position** | **Involvement** |
| **1** |  |  |  |
| **2** |  |  |  |
| **3** |  |  |  |
| **4** |  |  |  |
| **5** |  |  |  |

1. **Corrective action (immediate action)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ref** | **Action** | **Resp person** | **Due by** | **Comp date** |
| **1** |  |  |  |  |
| **2** |  |  |  |  |
| **3** |  |  |  |  |
| **4** |  |  |  |  |
| **5** |  |  |  |  |

1. **5 Whys Table**

|  |  |  |  |
| --- | --- | --- | --- |
| **Q1** | Why | **Q2** | Why |
|  |  |  |  |
| **Q3** | Why | **Q4** | Why |
|  |  |  |  |
| **Q5** | Why | **Q6** | Why |
|  |  |  |  |
| **Q7** | Why | **Q8** | Why |
|  |  |  |  |
| **Q9** | Why | **Q10** | Why |
|  |  |  |  |

1. **Causal factors/contributing factor**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Causal factors/contributing factor** | | **Physical/Huaman/Organisational/Contributing factor** |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
|  |  | |  |
| **Root cause** | |  | |

1. **Preventive Action Plan**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Ref** | **Countermeasure**  Required for root cause and where appropriate Causal factors & contributing factor | **Responsible**  **person** | **Due by** | **Complete by date** |
| **1** |  |  |  |  |
| **2** |  |  |  |  |
| **3** |  |  |  |  |
| **4** |  |  |  |  |
| **5** |  |  |  |  |

1. **Ongoing Monitoring**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Monitoring activity** | **Frequency** | **Record** |
| **1** |  |  |  |
| **2** |  |  |  |
| **3** |  |  |  |
| **4** |  |  |  |
| **5** |  |  |  |

1. **Close out**

**Signature: Date:**

**Position:**