

## **Corrective Action Timeline**

- •Corrective Action Plan Begin to develop a plan to solve the problem.
  - •Timing Within the first 24 hours of receiving the customer complaint or formal Corrective Action Request.
- **D1**

D<sub>0</sub>

- •Formation of Team- Form a Team of individuals with product and process knowledge.
- •Timing Within the first 24 hours.
- **D2**
- •Define and Describe the Problem Determine the who, what, where, when, why, how, and how many for the problem.
- Timing Within 24 hours
- **D3**
- Containment Method

  Define and implement containment actions to isolate all defective parts.
- •Timing Containment should begin immediately and be complete within the first 24 hours.
- **D4**
- •Determine Root Cause Identify all possible causes using problem-solving methodology to explain how the defect occurred and why it was not noticed at the time it occurred.
- •Timing 15 days
- **D5**
- Corrective Actions Define the best corrective actions to resolve the problem for the customer.
- •Timing 30 days
- **D6**
- Business Systems / Permanent Actions Modify management systems, operation systems, practices, and procedures to prevent recurrence of this and similar problems.
- •Timing 30 days
- **D7**
- Validation

  Verify that all permanent actions are in place and effective.
- •Timing 30 days
- **D8**
- •Closure and Recognition Recognize the efforts of the team and thank them for their collective efforts.
- •Timing 30 days