

## Appendix 1 – Corrective Action Report (CAR)

<b>CAR NUMBER:</b> <i>e.g. 2018-01</i>	<b>DATE OPENED:</b> <i>e.g. 1/1/18</i>	<b>CLOSED BY:</b> <i>e.g. Nick Carson</i>
<b>Customer Name:</b> <i>e.g. Big Widget</i>	<b>Customer Specimen:</b> <i>e.g. Head Lamp Assembly</i>	<b>Specimen ID number:</b> <i>e.g. Part Number 123456</i>
<b>Customer Contact name:</b> <i>e.g. Edger Simms / Quality Manager / Big widget</i>	<b>Customer Contact Phone:</b> <i>e.g. Edger Simms: 1234 567 890</i>	<b>Customer Contact e-mail:</b> <i>e.g. esimms@bw.com</i>
<b>Describe the problem completely: (What, Where, When, Why, Who)</b>  <i>e.g. Head lamp assembly with 1234567 was tested in the turntable chamber in the environmental lab using the standard automotive turntable test procedure on December 20, 2017 by the QIP inspection personnel. Laboratory records and the laboratory report confirm that the head lamp received a 200 hour test and met the 200 hour test required by the customer.</i>		
<b>Problem Solving Team Members:</b> <i>e.g. Nick Carson, Quality Manager                  Edger Simms, Quality Tech                  Bob Smith, Customer Service Rep.</i>		
<b>Containment Action:</b> <i>e.g. Two additional head lamp assemblies are being held. One lamp was being prepared for shipment back to the customer and another head lamp was awaiting its test.</i>		
<b>Identify Root or Similar Problems:</b> <i>e.g. This same problem has happened in the past.</i>		
<b>Suspected Root Cause(s):</b> <i>e.g. The customer service representative was given the wrong test information over the phone or the customer service rep. entered the wrong information.</i>		
<b>Corrective Action Taken:</b> <i>e.g. The Quality Manager will review the customer service procedure with the customer service department and inform the customer service department will require that all orders be in writing per test. See 01/01/18.</i>		
<b>Action Taken to prevent Future Problems:</b> <i>e.g. The customer service procedure will be revised to eliminate phone only orders and require written orders.</i>		
<b>Verification Action:</b> <i>e.g. The Quality Manager will review customer orders for the next month and ensure that the sales department entered the customer order procedure.</i>		
<b>Verified by:</b> <i>e.g. Nick Carson</i>	<b>Verification Date:</b> <i>e.g. 1/1/18</i>	<b>QIP Closed Date:</b> <i>e.g. 1/1/18</i>