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** QUALITY CONCERN #:**

 (This section to be completed by Initiator.)

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| Initiator: |  | Responsible Department: | Choose an item. | Tech Center: | Choose an item. |

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| Date: |   | Quantity: |  | Model / P/N: |  |

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| --- | --- | --- | --- | --- |
| Customer Name: |  | Contact Name: |  | CO#(ref): |
| *Indicate Manufacturing Site*  |  [ ] Unknown [ ] Depew [ ] Farmington [ ] Halifax [ ] Provo [ ] Seattle [ ] Supplier  |

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| Description of Concern**:**  |

(This section to be completed by correction database administration)

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| **Assignee:** |  | Reassigned To: |   | **Due Date**: |  |

(Quality Concern Assignee is responsible for the proper completion of following section.)

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| **Containment Decision**[ ] Yes - containment action required per TA05 instructions. [ ] No containment required - record reason: If yes, confirm completed containment report filed @ [R:\Quality\Containment Sheets](file:///R%3A%5CQuality%5CContainment%20Sheets). Record Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Completion Date:\_\_\_\_\_\_\_

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|  **(Print & Sign) Material Review Board Record** (All four signatures per QA018 required for “program” product.)  |
| Q.A Authority: |  | Sales: |  |
| Production: |  | Engineering: |  |

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| **Failure Analysis****Failure Mode Description** (from QC database): Choose an item. [ ] No Failure Analysis required.[ ] See EN003 on file by QC#. Record Name: Completion Date:  |
| **Root Cause Analysis**(To complete Five Why analysis, **record problem statement**, repeat process for each problem)**: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Why1?: Why2?: Why3?: Why4?: Why5?: **True Root Cause** (i.e. Why was obligation not fulfilled? Do not just repeat the problem statement.): **Cause Code** (from QC database): Choose an item. Record Name: Record Date:  |
|  **Corrective Action** (Record action taken to address each True Root Cause detected.)Action(s) Taken with date effective**:**  |
| **If Closure Plan, record If Closure Plan, record Manager Approval**  **Planned Completion Date: Print & Sign:** |
|  **Preventive Action** (Record action taken, in addition to above corrective action(s); that may prevent problem(s) from reoccurring. Can these actions be applied to similar products and/or processes?) Action(s) Taken with date effective: **Verification Evidence**: Record evidence confirming planned action(s) taken are effectively implemented. Some examples include: updated documents, training records, completed ECO’s and sampling results).Action(s) Taken**:**  |
|  *For external customer complaint, record if customer is satisfied?:* [ ] YES / [ ]  NO [ ]  Repaired/Replaced as per C.O.#:  |
|  **This Section Completed By:** Name: Date:  |

**Quality Management Review and Disposition.**

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| Quality Management Name: Date:  |
| **Disposition Status**: [ ] Corrective Action Closed [ ] Corrective Action Plan Approved – **NEW CLOSURE DATE:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** [ ]  Rejected (returned to assignee for correction)  |
| Review Notes:  |