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| **Initiator:** | | | | | | | | |
| **NCR #** | |  | **RMA #** |  | **Rossell PO #** | |  | |
| **Project** | |  | **Customer** |  | **Rejected Quantity:** |  | **UOM:** |  |
| **Initiation Date** | | |  | | **Response Due Date:** | |  | |
| **Part Number:** | | |  | | **Description:** | |  | |
| **Serial number/**  **Lot number:** | | |  | | **Detection point:** | |  | |
| **Contact person from Rossell Techsys:** | | |  | | **Email :** | |  | |
| **Supplier Information:** | | | | | | | | |
| **Supplier:** | | |  | | **Email** | |  | |
| **Phone:** | | |  | | **Ship Date:** | |  | |
| **Supplier’s Representative Name:** | | |  | | **Email:** | |  | |
| **Problem statement:** | | | | | | | | |
| **Actual condition:** | | | | | | | | |
|  | | | | | | | | |
| **Should be:** | | | | | | | | |
|  | | | | | | | | |
| **Pictures:** | | | | | | | | |
|  | | | | | | | | |
| **Supplier to complete following pages for root cause and corrective/ preventive action** | | | | | | | | |
| **Who** |  | | | | | | | |
| **What** |  | | | | | | | |
| **Where** |  | | | | | | | |
| **When** |  | | | | | | | |
| **Why** |  | | | | | | | |
| **How** |  | | | | | | | |
| **How many** |  | | | | | | | |

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| --- | --- | --- |
| **Team Selection:** | | |
| **Member names** | **Department** | **Title** |
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| **Preliminary analysis** | | |

**Make sure the following is considered during your root cause determination.**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| * Identify the root cause corrective action which address the fundamental breakdown or failure of a process * Implement horizontally in other similar parts or processes * Correction of element of the process that caused the problem. * Implementation of corrective actions and prevent recurrence. | | | | | | | | | | |
| **Below Questionnaire can help to find root cause of the identified problem. For “Yes” / “No” answers; Please tick the box for the one which applies** | | | | | | | | | | |
| **Sl no** |  | | | | **Yes** | | **No** | | **If Yes, explain how:** | |
| 1. | Did you visit the associated workplace to review the reported non-conformance? | | | |  | |  | |  | |
| 2. | Are work instructions and procedures reviewed? | | | |  | |  | |  | |
| 3. | Did you talk to employees involved with this process? | | | |  | |  | |  | |
| 4. | Is the Rossell Techsys requirement not adequately defined or documented? | | | |  | |  | |  | |
| 5. | If Sub-tier process is involved, has the specification or requirement been flowed down to your sub-tier | | | |  | |  | |  | |
| 6. | Have any changes been implemented around the time of this defect for process(es) related to this defect? | | | |  | |  | |  | |
| a. | Tooling & Fixtures | | | |  | |  | |  | |
| b. | Suppliers of detail components, materials, or processes | | | |  | |  | |  | |
| c. | Process sequencing | | | |  | |  | |  | |
| d. | Machine & equipment (or new machines and equipment) | | | |  | |  | |  | |
| e. | Personnel | | | |  | |  | |  | |
| f. | Measurement process | | | |  | |  | |  | |
| g. | Measurement equipment | | | |  | |  | |  | |
| h. | Work instructions/procedures | | | |  | |  | |  | |
| i. | Storage/handling of material | | | |  | |  | |  | |
| j. | Environmental changes | | | |  | |  | |  | |
| k. | Detail component changes | | | |  | |  | |  | |
| 7. | What root cause analysis tool did you use for determining root cause? | | | |  | | | |  | |
| **3x5 Why Analysis** | | | | | | | | | | |
| **Direct Cause (What immediate cause led to the non-conformance?) Explain why the problem occurred**  **(e.g. design/drawing error, manufacturing process, assembly/installation instructions)** | | | | | | | | | | |
| **Why 1?** | | **Why 2?** | **Why 3?** | **Why 4?** | | | | | | **Why 5?** |
|  | |  |  |  | | | | | |  |
| **Escape Cause (Why was the non-conformance not caught by inspection, test, or other process controls?) Examples: inadequate in-process/final inspection, testing, process control)** | | | | | | | | | | |
| **Why 1?** | | **Why 2?** | **Why 3?** | **Why 4?** | | | | | | **Why 5?** |
|  | |  |  |  | | | | | |  |
| **Systemic Cause (What core processes, systems, procedures, etc. allowed the non-conformance to occur?) (Examples: inadequate requirement flow down, manufacturing process planning, configuration management.** | | | | | | | | | | |
| **Why 1?** | | **Why 2?** | **Why 3?** | **Why 4?** | | | | | | **Why 5?** |
|  | |  |  |  | | | | | |  |
| **Root Cause Review** | | | | | | | | | | |
| **Sl No** |  | | | **Yes** | | **No** | | **If Yes, list other part numbers** | | |
| **1.** | Is the identified cause corrective action address the fundamental breakdown or failure of a process? | | |  | |  | |  | | |
| **2.** | Is the Corrective action include all applicable parts/processes? | | |  | |  | |  | | |
| **3.** | Has the element of the process that caused the root cause been corrected | | |  | |  | |  | | |

**Permanent Corrective Actions & Reoccurrence Prevention**

Complete corrective/preventive actions with assignee, dates & objective evidence.

At least one activity for each root cause (direct, detection, systemic).

**Note:** Attach objective evidence of the completed verification (ex. Include photos of any modified equipment, visual aids implemented etc.)

Any reference to a document / procedure should include a document # and name.

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| --- | --- | --- | --- | --- | --- | --- |
| **Activity Type** | **Detailed Description of Corrective/Preventive Activity** | **Responsible (Name/Title)** | **Expected Completion Date** | **Objective Evidence after Completion** | **Closure date** | **Mistake proof level** |
| **Detection** |  |  |  |  |  |  |
| **Systemic** |  |  |  |  |  |  |
| **Direct** |  |  |  |  |  |  |

**Supplier to refer Supplier Quality Assurance Manual for information on mistake proof level.**