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| --- | --- | --- | --- | --- |
| **Date:**  | Click or tap to enter a date. |  | **Rev.:** | 0 |
|  |  |
| 1. **PROBLEM DEFINITION**
 | 1. **TEAM MEMBERS**
 |
| **Non-conformance reference / type:**  | **NCxxxx** | **RCA Coordinator:** |  |
| **What Problem?** |  | **Team members:** |  |
| **Where Defect?***Location of the defects and provide specify pictorials with arrows* |  |
| **Why Specs out?***Provide actual defective parameters versus specified reference tolerance. This will provide a good basis and understanding the reason for rejects* |  |
| 1. **ROOT CAUSE OF NON-CONFORMANCE**
 |
| *Use Fishbone Diagram (here after) to define the main cause.* *After apply the 5 Whys method to the main cause to define the root cause* |  |  |  |
| * 1. Cause and Effect diagram (fishbone)
 |
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|  | **1. MACHINE** |  |  |  | **2. MATERIAL** |  |  |  | **3. MAN** |  |  |  |  |  |  |  |
|  | 1.1 |  |  |  | 2.1 |  |  |  | 3.1 |  |  |  |  |  |  |  |
|  |  | 1.2 |  |  |  | 2.2 |  |  |  | 3.2 |  |  |  |  |  |  |
|  |  |  | 1.3 |  |  |  | 2.3 |  |  |  | 3.3 |  |  |  |  |  |
|  |  |  |  | 1.4 |  |  |  | 2.4 |  |  |  | 3.4 |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | **►** | **Defect:** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  | 4.4 |  |  |  | 5.4 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 4.3 |  |  |  | 5.3 |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | 4.2 |  |  |  | 5.2 |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | 4.1 |  |  |  | 5.1 |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | **4. METHOD** |  |  |  | **5. MOTHER NATURE** |  |  |  |  |  |  |  |  |  |  |  |

 |
| * 1. Main cause defect identification
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| --- | --- | --- |
| **Cause Ref.** | **Probability** | **Justification (evidences against or for)** |
| **1.1** | Choose an item. |  |
| **2.1** | Choose an item. |  |
| **2.2** | Choose an item. |  |
| **2.3** | Choose an item. |  |
| **3.1** | Choose an item. |  |
| **3.2** | Choose an item. |  |
| **3.3** | Choose an item. |  |
| **4.1** | Choose an item. |  |
| **5.1** | Choose an item. |  |

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| * 1. 5 "Why's"
 |
| *Please develop all probability ranked as “high” or “very high”* |
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| **Main Cause****Defect** |  |  |  |  |  |  |
|  | **▼** |  |  |  |  |  |
| **Why?** |  |  |  |  |  |  |
|  | **Why?** |  |  |  |  |  |
|  |  | **Why?** |  |  |  |  |
|  |  |  |  | **Why?** |  |  |
|  |  |  |  |  | **CAUSE** |  |

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| **Main Cause****Defect** |  |  |  |  |  |  |
|  | **▼** |  |  |  |  |  |
| **Why?** |  |  |  |  |  |  |
|  | **Why?** |  |  |  |  |  |
|  |  | **Why?** |  |  |  |  |
|  |  |  |  | **Why?** |  |  |
|  |  |  |  |  | **CAUSE** |  |

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| **Main Cause****Defect** |  |  |  |  |  |  |
|  | **▼** |  |  |  |  |  |
| **Why?** |  |  |  |  |  |  |
|  | **Why?** |  |  |  |  |  |
|  |  | **Why?** |  |  |  |  |
|  |  |  |  | **Why?** |  |  |
|  |  |  |  |  | **CAUSE** |  |

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| **Main Cause****Defect** |  |  |  |  |  |  |
|  | **▼** |  |  |  |  |  |
| **Why?** |  |  |  |  |  |  |
|  | **Why?** |  |  |  |  |  |
|  |  | **Why?** |  |  |  |  |
|  |  |  |  | **Why?** |  |  |
|  |  |  |  |  | **CAUSE** |  |

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|  |
| 1. **CONTAINMENT PLAN, CURATIVE AND CORRECTIVE ACTIONS**
 |
| * 1. Containement plan
 |
| 1. XXXX
2. XXXX
 |
| * 1. Curative actions (to correct the delivered goods)
 |
| * 1. XXXX
	2. XXXX
 |
| * 1. Corrective actions (to avoid recurrence of the issue)
 |
| *Insert here the recap table of correctives actions identified after the completion of the detailed analysis.*

| **Action register** | **Description** | **By (Dept./Owner)** | **Status** |
| --- | --- | --- | --- |
| **1** |  |  | **Open** |
| **2** |  |  | **Open** |
| **3** |  |  | **Open** |
| **4** |  |  | **Open** |
| **5** |  |  | **Open** |
| **6** |  |  | **Open** |
| **7** |  |  | **Open** |
| **8** |  |  | **Open** |
| **9** |  |  | **Open** |
| **10** |  |  | **Open** |

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