



# CORRECTIVE ACTION REQUEST

<b>Identification</b>	CAR # _____ Date CAR issued: _____  LOCATION: _____ Work Area: _____  CUSTOMER NAME: _____ CUSTOMER CONTACT: _____ ORDER #: _____ PHONE# _____
	<b>Description of customer complaint / product non-conformance</b>
	<b>Root Cause determined from Process Problem Solving sheet (PPS) Share completed PPS with CAR originator by: 00/00/00</b>
<b>Action Plan</b>	<b>PLANNED COUNTERMEASURE</b>
<b>Conclusion</b>	<b>NEXT STEPS / FOLLOW UP</b>
	COMMENTS:
	Individual leading CAR _____ : _____ MANAGER SIGN-OFF / APPROVAL OF PLANNED COUNTERMEASURE: ACTION SIGNOFF DATE: _____
CAR CLOSURE DATE: _____	

# Corrective Action Request (CAR) Guidelines

## Introduction

This guideline documents the process to initiate, develop, review, execute, close-out and follow up/review Corrective Action Plans. A CAR is a tool available to help ensure customer complaints or issues are tracked, reviewed and closed in a timely manner. It's a step-by-step plan of action and schedule for correcting a process or area of non-compliance. It will ensure accountability for the implementation of the improved process/change. The nature of the circumstances will help determine whether a CAR or other remedial option is appropriate.

## CAR Procedures

The CAR should provide specific procedures implemented by staff.

WHO - is responsible for the corrective action?

WHAT - is the corrective action?

WHEN - is the corrective action completed or projected to be completed.

HOW - will ongoing compliance be maintained. Follow-up should occur to determine if action/training was effective.

## CAR Process

Identification

CAR are initiated by the PIMMS / PIQS lead.

*CAR is issued to the manager. The manager will select the CAR leader and assign them to lead the actions.*

1) Select the applicable shop (you may select more than one shop if needed), enter customer name, customer number, contact name and contact number

2) Description of Nonconformity and or requirement not met

3) Send CAR via email to [steve.forbes@iowa.gov](mailto:steve.forbes@iowa.gov)

4) **Share the PPS within 10 days of the CAR being issued.**

\*\*The PIQS lead will assign a number to the CAR and distribute to the Production Coordinator, Plant Manager, Dan Clark

\*Responsible party will be determined by the Plant Manager and identification will be addressed within 2 days

## Action Plan

The action plan will be initiated by the shop/area chosen. The root cause as to why the non-compliance occurred as well as the corrective actions or action plan will be determined to prevent the same issue from occurring again. This will be determined by the area in which the non-compliance occurred. Either by the responsible incarcerated individual, shop staff or plant manager.

These will be posted on the Metric Board in the corresponding shop area.

1) Must have Root Cause identified

2) Must have corrective action planned determined

## Conclusion

The conclusion will include closing the CAR once the issue has been resolved and corrective action plans have been put in place. This needs to be electronically signed by the plant manager and emailed back to [steve.forbes@iowa.gov](mailto:steve.forbes@iowa.gov)

Signature: (signed by plant manager) use the APPROVED by STAMP

**Note: Every CAR is a red day on the MB but not every RED equals a CAR.**