


Non-Conformity Report (NCR) & Corrective / Preventive Action (CAPA)

Company Name / Logo	Division / Department	Report No.	Date
 ABC XYZ PVT. LTD	Assembly Line – 2	NCR/QA/2012/014	18-08-2012
Document No.	Revision No.	Issue Date	Page No.
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Part A – Non-Conformity Details

NCR Type	<input type="checkbox"/> Process <input type="checkbox"/> Product <input type="checkbox"/> Audit <input checked="" type="checkbox"/> Customer Complaint
Non-Conformity Description	Paint peeling observed on 15 pieces during final inspection.
Reference Document	WI/PS/2012/03
Location / Line / Machine ID	Paint Booth – Line 2
Classification of NC	<input type="checkbox"/> Critical <input checked="" type="checkbox"/> Major <input type="checkbox"/> Minor
Risk Category	Quality / Customer Complaint
Initiated By	QA Inspector
Reviewed By	Paint Shop Supervisor
Resolved By	QA Head
Immediate Containment Action	Defective lot isolated & tagged
Proposed Disposition Action	<input checked="" type="checkbox"/> Rework (Repainting)
Supporting Documents	Inspection Report No. QA/FR/325
Time Required	2 Days
Resolution	Proposal Approved as Proposed
Product Status	<input checked="" type="checkbox"/> Non-Conformance <input type="checkbox"/> Re-Conformance

Part B – Corrective Action

Action(s) Taken to Correct Non-Conformity	Repaint defective pieces under controlled drying.
Responsible Person / Dept.	Paint Shop Supervisor
Resources Needed	Additional drying racks
Proposed Completion Date	20-08-2012
Reviewed By & Date	QA Head – 20-08-2012
Approved By & Date	Plant Manager – 21-08-2012

Part C – Root Cause Analysis

Method Used	5-Why
Root Cause Identified	Inadequate drying time before handling.
Contributory Factors	Method / Man
Date of Completion	20-08-2012

Part D – Preventive / Recurrence Control

Actions Taken	Drying time increased to 30 mins, Operators trained, SOP updated.
Verification Method	Internal Audit / Trial Run
Responsible Person for Monitoring	QA Supervisor
Effectiveness Criteria	Defect rate reduced to <0.5%
Proposed Completion Date	22-08-2012
Reviewed By & Date	QA Head – 22-08-2012
Approved By & Date	MR – 23-08-2012
Actual Completion Date	23-08-2012

Part E – Verification of Effectiveness

Description	Y/N	Evidence	Remarks
Root Cause Analysis Addressed?	Y	Attached Evidence	
Corrective Action Effective?	Y	Attached Evidence	
Recurrence Prevention Effective?	Y	Attached Evidence	
Documents Revised?	Y	Attached Evidence	
Training Conducted?	Y	Attached Evidence	
Training Effectiveness Verified?	Y	Attached Evidence	
Customer Approval (if applicable)?	Y	Attached Evidence	
Corrective Action Closed & Verified?	Y	Attached Evidence	

Applicable Compliance Standards

ISO 9001:2015	Clause 10.2 Nonconformity & Corrective Action
IATF 16949:2016	Clause 10.2.6 Automotive
ISO 13485:2016	Medical Devices
AS9100D	Aerospace Standard
ISO 14001:2015 & ISO 45001:2018	Environment & Occupational Health/Safety