

CAPA / Corrective Action Form

A generic corrective and preventive action form. Each section names the matching 8D step, so one case can be recorded here and answered to a customer as an 8D. Your own QMS procedure and your customer's format come first.

1. Identification and team (8D D1)

CAPA no.		Linked complaint / 8D / audit finding no.	
Source (customer complaint, audit, internal NC, supplier, other)		Date opened	
Part / product / process		Customer / site	
CAPA owner		Team (names, functions)	

2. Problem description and need for action (8D D2)

Problem as observed (what, where, when first seen, how many, how detected)		Requirement not met (drawing, spec, standard, contract clause)	
Severity / risk to customer and product		Similar problems before? (yes / no, CAPA nos.)	
Action needed? Decision and reason		Decided by (name, date)	

Describe the problem, not the cause. Record why action is or isn't needed and who decided it.

3. Correction and containment (8D D3)

Action	Owner	Due date	Done date	Evidence / record	Qty checked / found bad

Containment protects the customer now (sorting, stop, replacement). It is not the corrective action.

4. Root cause (8D D4)

Why it occurred (cause of occurrence)		How it was verified (test, trial, data)	
Why it was not detected (cause of escape)		How it was verified (test, trial, data)	
Method used (5 Whys, fishbone, Is / Is-Not, other)		Analysis by (names, date)	

A cause is confirmed only when evidence shows it: switching it on and off, a trial, or data that rules out the alternatives. 'Operator error' alone usually leads to a follow-up question.

5. Corrective action (8D D5)

Action	Owner	Due date	Done date	Evidence / record	Addresses (occurrence / escape)

6. Verification of effectiveness (8D D6)

Effectiveness criteria (measurable, set before implementation)		Monitoring period / quantity	
Result and data		Effective? (yes / no; if no, back to section 4)	
Containment removed (date, reason)		Verified by (name, date)	

7. Preventive action and prevent recurrence (8D D7)

Similar product / process / site	Action	Owner	Due date	Done / evidence
Documents updated (PFMEA, control plan, work instruction, procedure, drawing)		Lessons learned shared with (who, how)		

8. Closure (8D D8)

All actions done and evidence attached? (yes / no)		Effectiveness confirmed? (yes / no)	
Customer informed / response (if applicable)		Closed by (name, date)	

Propose closure only when sections 6 and 7 are complete. Keep this form and its evidence as a record for the period your QMS requires.