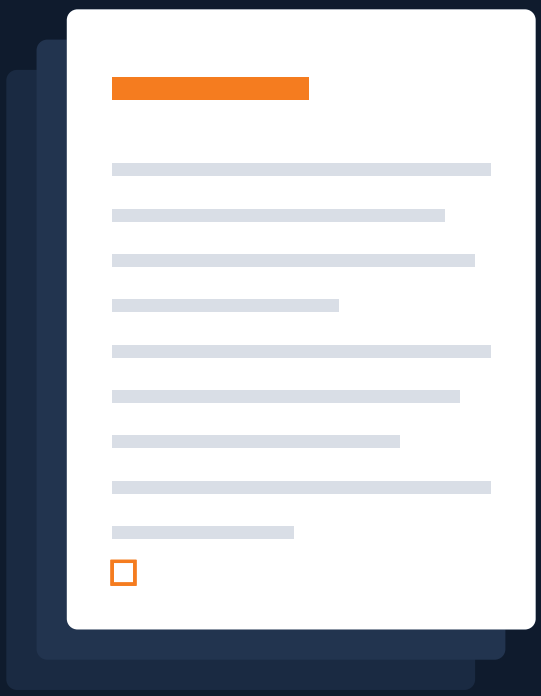
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FREE TEMPLATE

QUALITY & COMPLIANCE

Nonconformance & Corrective Action

Records deviations and resolves them through root-cause analysis (5 Why, 8D).

PRIMARY FOCUS

Recording and fixing deviations

BEST FOR

Root-cause resolution (5 Why, 8D)

About this template

This Nonconformance Report / Corrective Action Request (NCR/CAR) follows the 8D approach: describe the problem, contain it, find the root cause, correct it, verify it works and prevent recurrence. Close it only when effectiveness is proven.

Detail	
Primary focus	Recording and fixing deviations
Best for	Root-cause resolution (5 Why, 8D)

How to use it

- Replace every *[grey bracketed placeholder]* with your own details.
- Delete the orange **Guidance** boxes and green **Example** boxes before you publish or circulate it.
- Add or remove table rows as needed; keep the section order so readers can find things quickly.

Document Control

NCR / CAR no.		**Date raised**	
Raised by		**Department**	
Source		**Severity**	

01 D1 - Team

Name	Role
	[Team lead]

02 D2 - Problem Description

GUIDANCE *Be specific: what, where, when, how many, and the requirement not met.*

What happened	
Requirement not met	
Where / when found	
Quantity affected	
Evidence attached	

03 D3 - Containment

GUIDANCE *Immediate actions to protect the customer while you investigate.*

Action	Owner	Date

04 D4 - Root Cause (5 Whys)

Why?	Answer
1. Why did it happen?	
2. Why?	
3. Why?	
4. Why?	
5. Why?	

Root cause statement	

05 D5/D6 - Corrective Actions

Action	Owner	Due	Done

06 D7 - Prevent Recurrence

GUIDANCE *Update procedures, training, design or controls so it cannot happen elsewhere.*

	Item
☐	*[Procedure / SOP updated: no. ...]*
☐	*[Training delivered]*
☐	*[FMEA / risk register updated]*
☐	*[Similar processes checked]*

07 Verification of Effectiveness

Verification method	
Result	
Verified by	
Date	

08 D8 - Closure

Closed by	
Closure date	
Team recognised	

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