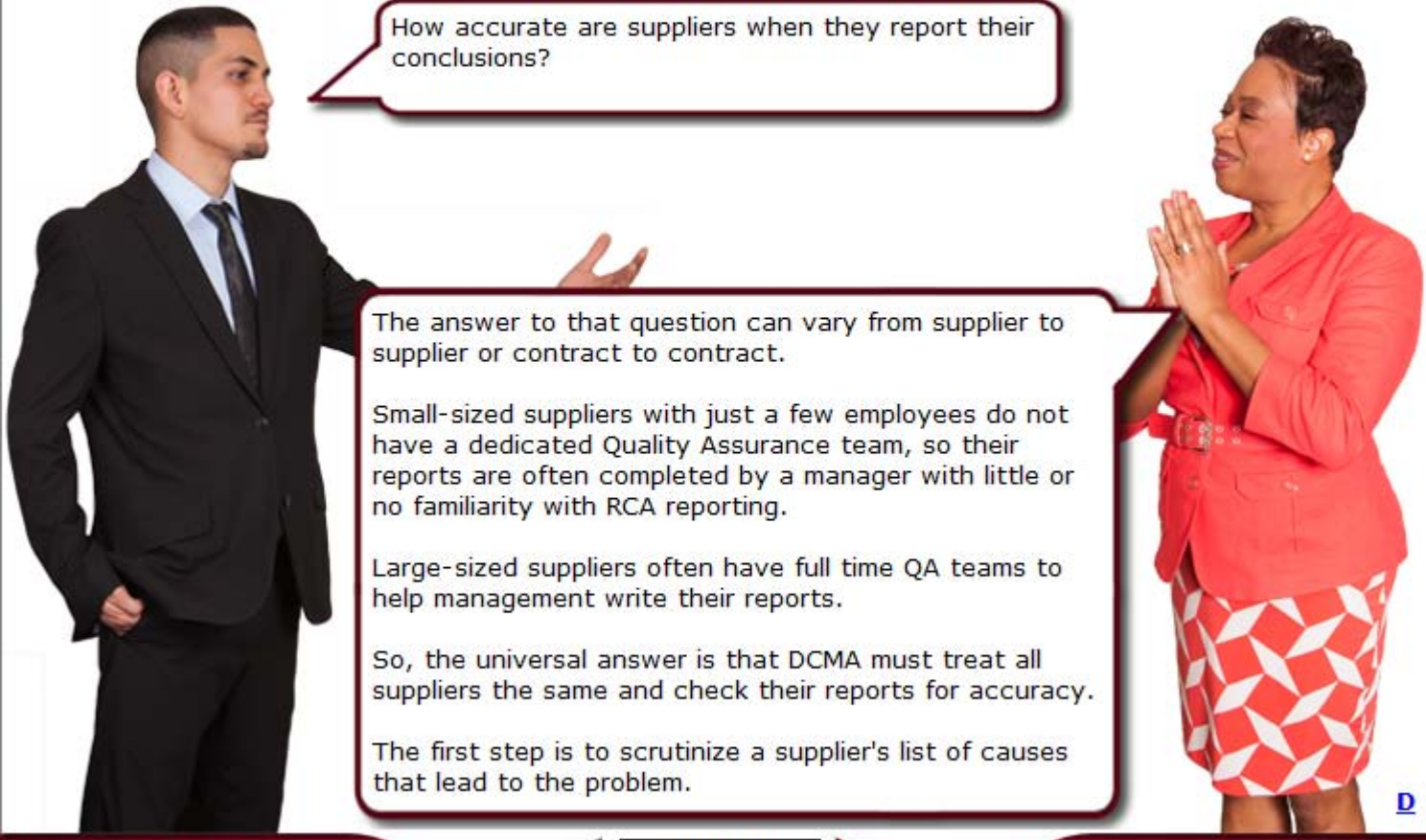
Lesson Introduction



Long Description

The mentor and the first DCMA specialist return to their conversation. The DCMA specialist asks, "How accurate are suppliers when they report their conclusions?" The mentor replies, "The answer to that question can vary from supplier to supplier or contract to contract. Small-sized suppliers with just a few employees do not have a dedicated Quality Assurance team, so their reports are often completed by a manager with little or no familiarity with RCA reporting. Large-sized suppliers often have full time QA teams to help management write their reports. So, the universal answer is that DCMA must treat all suppliers the same and check their reports for accuracy. The first step is to scrutinize a supplier's list of causes that lead to the problem."

Lesson Objectives

Terminal Learning Objective - Given a scenario that includes root cause analysis reports provided by an organization, analyze report conclusions.

This lesson has three objectives. Upon completion, you should be able to:

- Analyze reports for presumptive, contributing, and root causes for accuracy.
- Analyze a corrective action plan for effectiveness.
- Identify corrective actions that prevent recurrence.

First, you will learn analyze a suppliers report for accuracy.

Analyzing Reports for Accuracy - Response Options

View CR *Submit CR*

It is important to note that presumptive causes are not required in a supplier response or report, but contributing causes are always required in a supplier response or report.

The illustration depicts the options available to you when you submit a Corrective Action Request. These have been illustrated here on paper-based media for training purposes. You will find these same options available in the CAR eTool, which is the actual program you will use in the field.

All Level II, III, and IV CARs must have all the blocks marked for response from the supplier.

For Level I CARs, no response is required from the supplier.

So, the first step in analyzing the causes in a supplier response is to open the response.

THE WRITTEN RESPONSE MUST INCLUDE THE FOLLOWING:

- ☑ Root cause of the non-compliance
- ☑ Action taken to correct the non-compliance
- ☑ Action taken/planned to correct the cause and to prevent recurrence of the non-compliance
- ☑ Action taken to determine if other processes or products are affected by the non-compliance and the action taken regarding susceptible processes and products
- ☑ Action taken to correct the weaknesses which allowed a non-compliant product to be presented to the Government for acceptance
- ☑ Target dates for implementation of corrective actions

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Long Description

A checklist is depicted that says "THE WRITTEN RESPONSE MUST INCLUDE THE FOLLOWING:". The first checkbox says "Root cause of the non-compliance". The second checkbox says "Action taken to correct the non-compliance". The third checkbox says "Action taken to correct the cause and to prevent recurrence of the non-compliance". The fourth checkbox says "Action taken to determine if other processes or products are affected by the non-compliance and the action taken regarding susceptible processes and products". The fifth checkbox says "Action taken to correct the weaknesses which allowed a non-compliant product to be presented to the Government for acceptance". The sixth checkbox says "Action taken to correct the weaknesses which allowed a non-compliant product to be presented to the Government for acceptance". All checkboxes have a bright green checkmark in them.

Analyzing Reports for Accuracy - Delivery Media and Methods

Though it is not required, it is common practice for suppliers to organize their report responses in the exact order the requirements were checked off in the CAR.

The supplier has several media options available to respond, e.g., Microsoft Word or Adobe Acrobat.

The supplier has several options to deliver their response, e.g., U.S. Postal Service, eMail, or in person to the Technical Specialist.

The Root Cause of the non-compliance is typically the first item to analyze for accuracy.

D

Long Description

Two documents are both labeled "ACME CAR Responses". One of the documents displays the Microsoft Word logo, and the other document displays the Adobe PDF logo. Superimposed over the two documents are the UPS logo, as well as an email symbol.

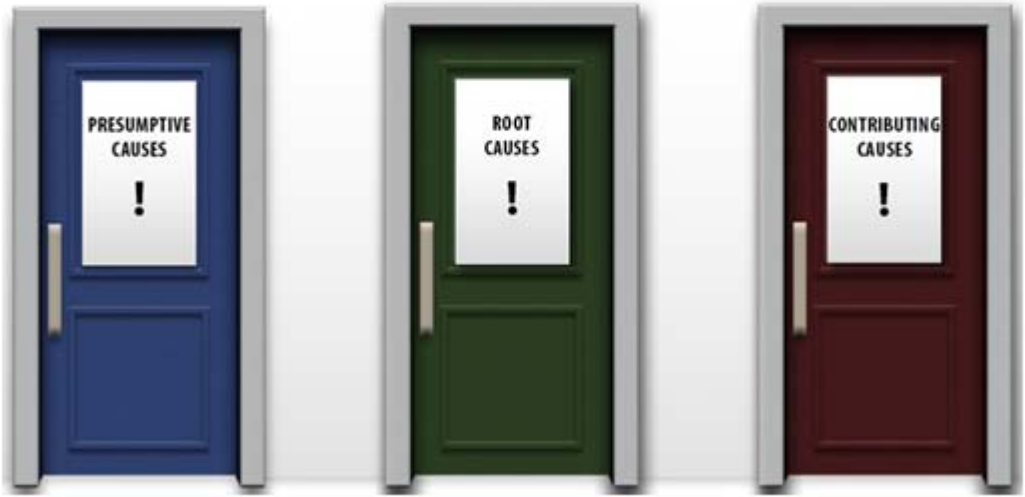
Analyzing Reports for Accuracy, Cause Refresher

Here is a reminder of our cause definitions:

Root cause is the most basic reason for a problem, which, if corrected, will prevent recurrence of that problem.

Presumptive cause(s) may be apparent at the beginning of the investigation or they may emerge during the data collection process. These are hypotheses that would explain the effects of the problem, but that need validation.

Contributing cause(s), when viewed alone, would not have caused the problem but they are important enough to be recognized as needing corrective action to improve the quality of the process or product.



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Long Description

Three doors are side-by-side. The first door is blue and is labeled "PRESUMPTIVE CAUSES" with an exclamation mark. The second door is green and is labeled "ROOT CAUSES" with an exclamation mark. The third door is red and is labeled "CONTRIBUTING CAUSE" with an exclamation mark.

Analyzing Reports for Accuracy, Analysis Guidelines

As you review the supplier's response, use this list of checkpoints as a guideline for accuracy:

- Ensure each required item from the CAR is included in the report.
- Check to ensure the response is written at a level consistent with that required by your list of supplier stakeholders.
- Check to ensure the descriptions of the causes are related to their corrective actions and have a relationship to the root cause of the problem.
- Check the accuracy of all artifacts against program, design, and contractual requirements.
- Check the accuracy of all artifacts by comparing them to all listed causes.
- Check to ensure that operators and maintenance personnel followed authorized procedures.
- Check to ensure that responses are verified with metrics or other supplier-provided data.

Case Study Knowledge Review 1

View CR *Submit CR*

The short title of a Level III CAR in the eTool is listed as - LOT OF 60,000 SAFETY EARPLUGS ARE NON-COMPLIANT WITH THE DIMENSIONS SPECIFIED IN CONTRACT WITH THE U.S. NAVY.

Analyze the information in the supplier response below for accuracy. Select the answer that is most consistent with your analysis. Base your analysis on the Person Responsible column in the report.

- [ ] The information is inaccurate. Based on the level of the CAR. There is no need to have the CEO of a supplier assume responsibility.
- [x] The information is accurate. A Level III CAR does make the supplier CEO a stakeholder. A lot of 60,000 safety related products that are non-compliant is CEO attention worthy.

Event	Description	Action	Due	Person Responsible
Root Cause	Work instruction did not include dimensions for cutting machine	Corrective Action: Table 4 ("Machine Setup Dimensions") in the Work Instruction was revised to include the dimensions specified in the U.S. Navy contract	12/23/15	Joseph P. Trainer, CEO Acme Co.

Check Answer

Based on the information provided, the second answer is correct. **The information in the report is accurate.**

D

Long Description

An excerpt of the Supplier Response is displayed. It is a table with five columns. The column headers are "Event", "Description", "Action", "Due", and "Person Responsible". The table only has one entry. In the Event column is "Root Cause". In the "Description" column is "Work instruction did not include dimensions for cutting machine". In the "Action" column is "Corrective Action: Table 4, Machine Setup Dimensions, in the Work Instruction was revised to include the dimensions specified in the U.S. Navy contract". In the "Due" column is the date of December twenty-third, two thousand fifteen. In the "Person Responsible" column is "Joseph P Trainer, CEO of Acme Company".

Case Study Knowledge Review 2

The short title of a Level III CAR in the eTool is listed as - DOCUMENT CLASSIFIED AS SECRET DELIVERED TO U.S.A.F. CUSTOMER WITHOUT PROPER MARKINGS AND DOUBLE WRAPPING.

Analyze the information in the supplier response below for accuracy. Select the answer that is most consistent with your analysis. Base your analysis on the Description and Action columns in the report.

- [x] The information is inaccurate. The supplier presumed the mail room employee did not understand the packaging directions. The Action does not validate or relate to the Cause.
- [ ] The information is accurate. The foreman has taken an action that is sure to validate and correct the mail room employee.

Event	Description	Action	Due	Person Responsible
Presumptive Cause	Double-wrap requirements were not understood by Mail Room worker.	Corrective: Foreman counseled the Mail Room worker for tardiness and proper timekeeping.	12/23/15	Frank W. First Shift Foreman Acme Co.

Check Answer

Based on the information provided, the first answer is correct. **There is a disconnect between the information in these columns. The report is inaccurate.**

D

Long Description

Another excerpt of the Supplier Response is displayed. Similarly to the previous page, it is a table with five columns. The column headers are "Event", "Description", "Action", "Due", and "Person Responsible". The table only has one entry. In the Event column is "Presumptive Cause". In the "Description" column is "Double wrap requirements were not understood by Mail Room worker." In the "Action" column is "Corrective Action: Foreman counselled the Mail Room worker for tardiness and proper timekeeping." In the "Due" column is the date of December twenty-third, two thousand fifteen. In the "Person Responsible" column is "Frank W, the First Shift Foreman from Acme Company".

Case Study Knowledge Review 3

The short title of a Level III CAR in the eTool is listed as - U.S. NAVY SPS-10B RADARS ON FFG PLATFORMS OVERHEATING – UP TO 10 PQDR SUBMISSIONS REPORT INADEQUATE FILTERING.

Analyze the information in the supplier response below for accuracy. Select the answer that is most consistent with your analysis. Base your analysis on the Description and Action columns in the report.

- [ ] The information is accurate. The supplier has taken action against the contributing cause. They have supplied both drawings and the defect is under control.
- [x] The information is inaccurate. There is ambiguity in the description (should be Assembler) and the Corrective Action is a description and does not describe an action.

Event	Description	Action	Due	Person Responsible
Contributing Cause	Maintenance Technician followed wrong procedure.	Corrective: The Technician used the drawings for the AN/SPS-10B instead of the AN/SPS-10C and installed the wrong filter component into 10 units.	12/23/15	Jimmy M. Maintenance Lead, Acme Co.

Check Answer

Based on the information provided, the second answer is correct. **The information between the columns is not related and does not connect to the short title description.**

D

Long Description

A third excerpt of the Supplier Response is displayed. Similarly to the previous pages, it is a table with five columns. The column headers are "Event", "Description", "Action", "Due", and "Person Responsible". The table only has one entry. In the Event column is "Contributing Cause". In the "Description" column is "Maintenance Technician followed wrong procedure." In the "Action" column is "Corrective Action: The Technician used the drawings for the A.N.S.P.S. ten B instead of the A.N.S.P.S. ten C and installed the wrong filter component into ten units." In the "Due" column is the date of December twenty-third, two thousand fifteen. In the "Person Responsible" column is "Jimmy M, the Maintenance Lead from Acme Company".

Analyzing Reports for Accuracy Summary

Are the examples in this training realistic?

They are as realistic as possible. Each one has been reviewed by a practicing Quality Assurance Specialist for credibility. Some modifications have been made to the case studies to support training goals.

This course does not use real-world CARs or supplier reports in order to protect the confidentiality of the process. That may help you understand just how important your role is in the field. At DCMA, it is vital that supplier responses to CARs are accurate.

Next, you will see a corrective action plan and get the chance to examine it critically.

D

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist looks skeptical and asks the mentor, "Are the examples in this training realistic?" The mentor replies, "They are as realistic as possible. Each one has been reviewed by a practicing Quality Assurance Specialist for credibility. Some modifications have been made to the case studies to support training goals. This course does not use real-world CARs or supplier reports in order to protect the confidentiality of the process. That may help you understand just how important your role is in the field. At DCMA, it is vital that supplier responses to CARs are accurate. Next, you will see a corrective action plan and get the chance to examine it critically."

Corrective Action Plans Overview

View CR *Submit CR*

Before there is a Corrective Action Plan (CAP), there is a Corrective Action Request (CAR). You will create a Level II CAR in the eTool and use the computer interface to select the details of your request. The eTool has an export feature that allows you to select what method of communication you wish to use to notify your supplier of your request.

D

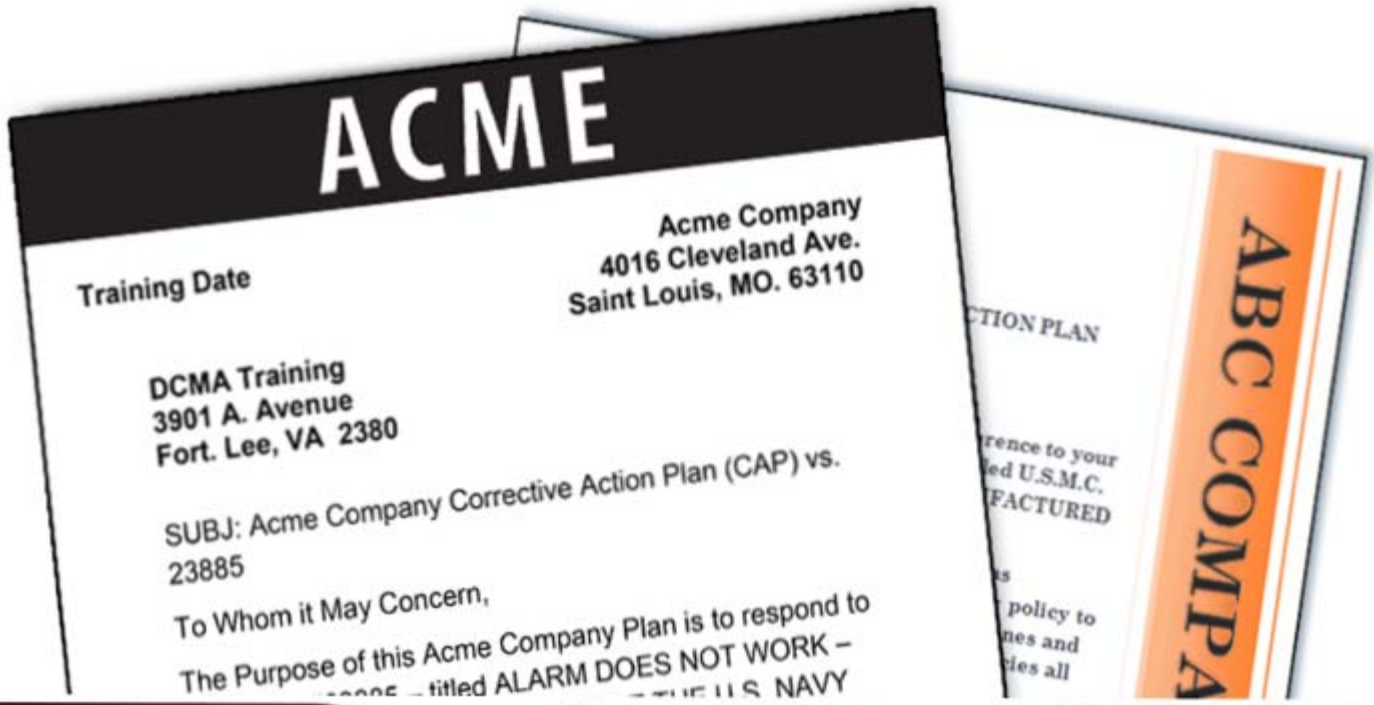
Long Description

A computer monitor displays the DCMA eTools website, which is currently opened to a page entitled "Export Menu". In the "My Open Records" table, "CAR" is in the "Record" column, and "II" (the Roman numeral for 2) is in the "Level" column. There is a new column entitled "Export Type" which has a drop down menu showing different file extension types, including "dot X.L.S", "dot doc", and "dot ping".

Corrective Action Plans Overview, Cont.

View CR *Submit CR*

For nonconformance with a simple fix, the supplier incorporates the CAP into their CAR response. However, for more complex resolutions of the nonconformance, the supplier will generally attach a detailed CAP to the CAR response. For the purposes of this training, we will be evaluating the supplier's CAP.



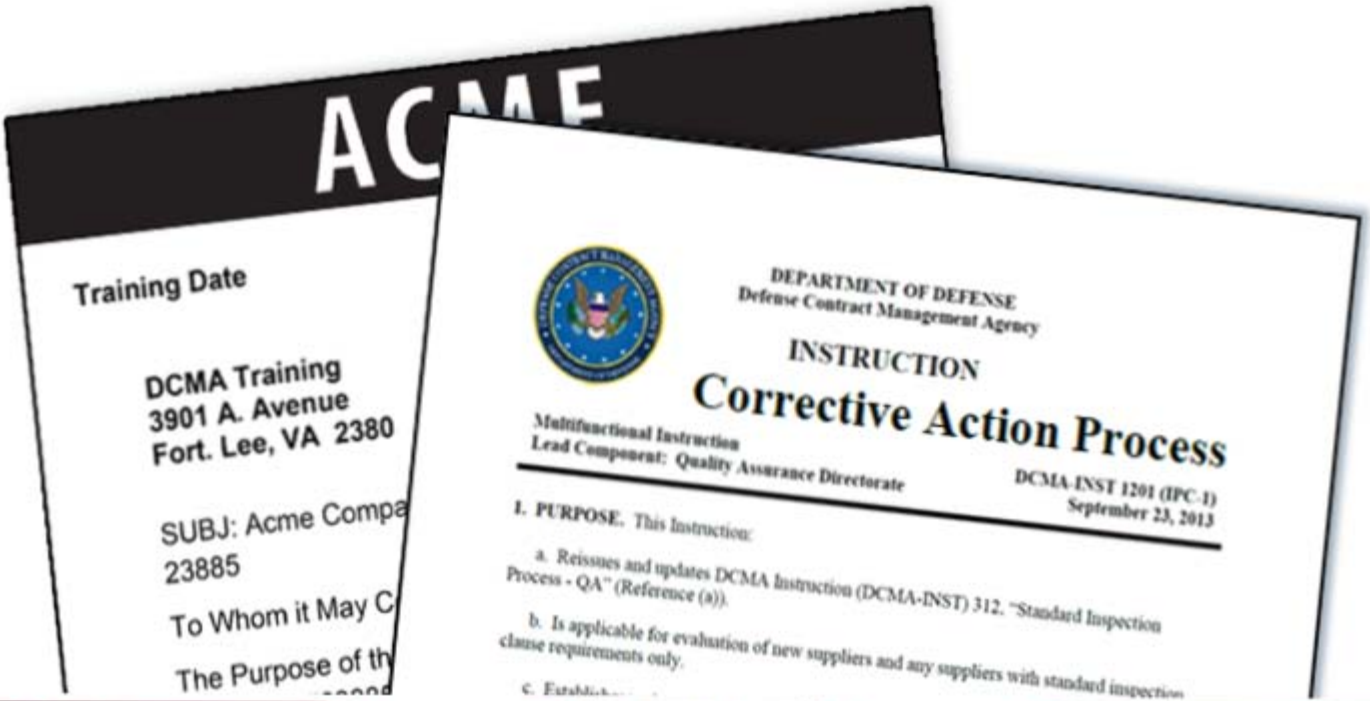
Long Description

Two documents are displayed. One is a Corrective Action Plan from ABC Company. The other is a letter from Acme Company responding to the CAP from ABC Company. The contents of the documents are not displayed.

Corrective Action Plans Overview, Cont.

View CR Submit CR

The DCMA Instruction that governs your analysis of a Corrective Action Plan (CAP) is DCMA-INST 1201. The cover page for the instruction is illustrated below. Next, you will read the specific paragraph that prescribes your requirements for this task.



ACME

Training Date

DCMA Training
3901 A. Avenue
Fort. Lee, VA 2380

SUBJ: Acme Compa
23885

To Whom it May C

The Purpose of th

DEPARTMENT OF DEFENSE
Defense Contract Management Agency

INSTRUCTION

Corrective Action Process

Multifunctional Instruction
Lead Component: Quality Assurance Directorate

DCMA-INST 1201 (IPC-1)
September 23, 2013

1. PURPOSE. This Instruction:

a. Reissues and updates DCMA Instruction (DCMA-INST) 312, "Standard Inspection Process - QA" (Reference (a)).

b. Is applicable for evaluation of new suppliers and any suppliers with standard inspection clause requirements only.

c. Establish

D

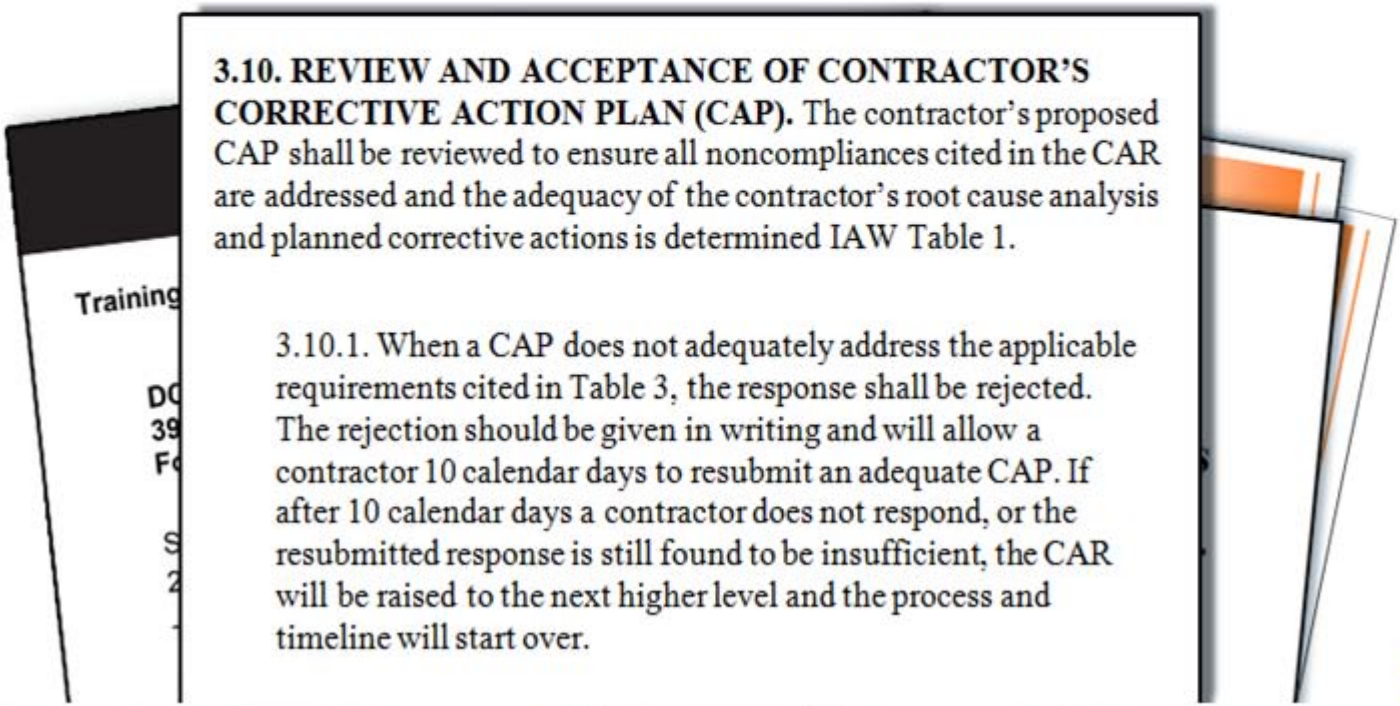
Long Description

Acme company's response letter to ABC Company's corrective action plan is displayed in the background. In the foreground is a document entitled "Corrective Action Process, DCMA Instruction 1201". The letterhead of the DCMA instruction says "Department of Defense, Defense Contract Management Agency".

Corrective Action Plans Overview, Cont.

Paragraph 3.10 of DCMA INSTRUCTION 1201 is illustrated below. Note that it refers you to Tables 1 and 3 of the instruction.

Click here to open DCMA INSTRUCTION 1201. Then navigate to Tables 1 and 3.



3.10. REVIEW AND ACCEPTANCE OF CONTRACTOR'S CORRECTIVE ACTION PLAN (CAP). The contractor's proposed CAP shall be reviewed to ensure all noncompliances cited in the CAR are addressed and the adequacy of the contractor's root cause analysis and planned corrective actions is determined IAW Table 1.

3.10.1. When a CAP does not adequately address the applicable requirements cited in Table 3, the response shall be rejected. The rejection should be given in writing and will allow a contractor 10 calendar days to resubmit an adequate CAP. If after 10 calendar days a contractor does not respond, or the resubmitted response is still found to be insufficient, the CAR will be raised to the next higher level and the process and timeline will start over.

D

Long Description

Paragraph 3.10 of DCMA Instruction 1209 is displayed. The paragraph title is "REVIEW AND ACCEPTANCE OF CONTRACTOR'S CORRECTIVE ACTION PLAN(CAP)." The paragraph says "The contractor's proposed CAP shall be reviewed to ensure all noncompliances cited in the CAR are addressed and the adequacy of the contractor's root cause analysis and planned corrective actions is determined in accordance with Table 1." Paragraph 3.10.1 is also displayed, which says "When a CAP does not adequately address the applicable requirements cited in Table 3, the response shall be rejected. The rejection should be given in writing and will allow a contractor 10 calendar days to resubmit an adequate CAP. If after 10 calendar days, a contractor does not respond, or the resubmitted response is still found to be insufficient, the CAR will be raised to the next higher level, and the process and timeline will start over."

Analyzing a CAP for Effectiveness

Most suppliers follow a five step process for reporting their Root Cause Analysis conclusions.

Click on each item below to learn more about the step in the process.

- **How did the Supplier monitor CAs?**
- **Is the problem solved by the CAs?**
- **Are the CAs communicated effectively?**
- **Have additional steps been taken?**
- **Will the problem recur?**

Popup Content

How did the Supplier monitor CAs?

Read the CAP and ensure the supplier has answered these questions:

Did the supplier monitor for repeat problems?
Did the supplier use indicators to regulate processes, tasks, personnel, or equipment?
Were appropriate actions taken when the indicators required correction?
Did the supplier set targets?
Did the supplier use appropriate data when implementing corrective actions?

Is the problem solved by the CAs?

Read the CAP and ensure the supplier collected sufficient data that was organized, summarized, and interpreted to ensure that root causes was identified. Ensure your supplier has performed these activities:

Compare before and after performance indicator data.
Compare results to a target.
Confirm that a reduction in the root cause(s) has really happened because of the corrective action(s) by comparing with an area having similar problems.

Are the CAs communicated effectively?

Read the CAP and ensure the supplier is held accountable for reporting the results of implementing the corrective actions.

Some of the tools used by suppliers that help to show results include line and bar graphs, histograms, control charts, Pareto charts, control systems, review checklists, commitment tracking reports, action plan status reports, and lessons learned lists.

Have additional steps been taken?

Read the CAP and ensure the supplier reports the activities that did not achieve the targets set.

They must include a corrective action or a planned corrective action for additional problems as necessary.

Will the problem recur?

Read the CAP and ensure the supplier indicates the corrective actions have been successful. Check to ensure they performed the following:

Create and revise work processes and standards to include corrective actions in daily work.
Train employees on revised processes and/or standards.
Establish periodic checks with assigned responsibilities to monitor corrective actions.
Consider areas for further application.

View CR *Submit CR*

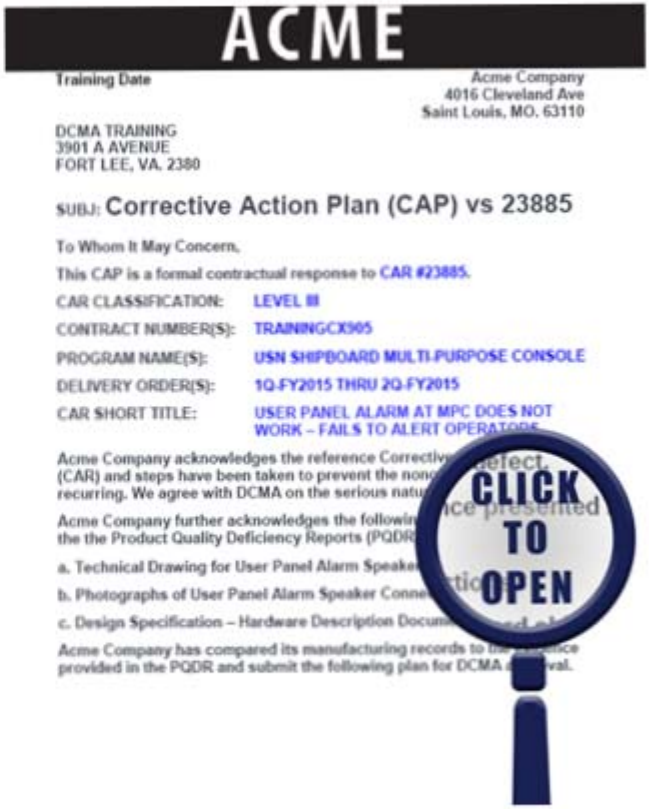
Case Study

You will use the Acme Company Corrective Action Plan (CAP) versus CAR 23885 as a model to analyze for effectiveness.

Click here to open Acme CAP vs 23885

The defect occurred on the U.S. Navy User Panel installed on its Multi-Purpose Console (MPC). The alarm does not sound per specification. The purpose of the audible alarm is to draw the operator's attention to an actionable event at their console. Without the audible alarm, events may be missed, which may have serious human and equipment consequences.

Next, you will analyze excerpts from the CAP and answer questions about its effectiveness.



Case Study Knowledge Review 1

View CR *Submit CR*

Analyze the information in the CAP below. Focus on whether Acme Company has effectively monitored their corrective action. Select the answer that is most consistent with your analysis.

- [ ] The plan is effective. There is sufficient information in the information provided for me to conclude they have effectively monitored their corrective action.
- [x] The plan is ineffective or incomplete. Although the word "monitor" appears in the Date column, there is not enough information provided to measure effectiveness.

Factor	Description	Action	Implement Date
Root Cause	The root cause of the speaker failure is that the positive and negative wires were connected to the opposite posts.	Company has met with the Quality Assurance Team and counseled/trained them on the importance of detailed inspections for: - Technical Drawings - Design Specifications	In Progress: Root Cause discovered during monitoring of assembly process.

Check Answer

Based on the information provided, the second answer is correct. **The root cause may be accurate but there is no proof that they monitored the process to prevent recurrence.**

D

Long Description

An excerpt of the Supplier Corrective Action Plan is displayed. It is a table with five columns. The column headers are "Factor", "Description", "Action", and "Implement Date". The table only has one entry. In the Factor column is "Root Cause". In the "Description" column is "The root cause of the speaker failure is that the positive and negative wires were connected to the opposite posts." In the "Action" column is "Company has met with the Quality Assurance Team and counseled/trained them on the importance of detailed inspections for technical drawings and design specifications." In the "Implement Date" column is "In Progress: Root Cause discovered during monitoring of assembly process".

Case Study Knowledge Review 2

View CR *Submit CR*

Analyze the information in the CAP below. Focus on whether Acme Company has effectively compared before and after performance data. Select the answer that is most consistent with your analysis.

- [x] The action is effective. Although the details are limited, the plan suggests they used before and after data when determining if the corrective action was effective.
- [ ] The action is ineffective. There is no evidence in the report to suggest they even attempted to use before and after data to test their corrective action.

Factor	Description	Action	Implement Date
Contributing Cause	Test Team failed to perform step 6.b of User Panel Test Steps. Prior to this delivery order, there were zero defects reported.	Corrective Action: Quality Assurance shall increase the number of random inspections on User Panels during assembly. At least one spot check per quarter will be scheduled where QA physically observes the assembler at work.	In Progress: Since testing this corrective action, there are zero defects reported.

Check Answer

Based on the information provided, the first answer is correct. **Acme Company did use QA to measure defects before and after the corrective action (increase random inspections).**

D

Long Description

Another excerpt of the Supplier Corrective Action Plan is displayed. Similarly to the previous page, it is a table with five columns. The column headers are "Factor", "Description", "Action", and "Implement Date". The table only has one entry. In the Factor column is "Contributing Cause". In the "Description" column is "Test Team failed to perform step 6 B of User Panel Test steps. Prior to this delivery order, there were zero defects reported." In the "Action" column is "Corrective Action: Quality Assurance shall increase the number of random inspections on User Panels during assembly. At least one spot check per quarter will be scheduled where QA physically observes the assembler at work." In the "Implement Date" column is "In Progress: Since testing this is corrective action, there are zero defects reported".

Case Study Knowledge Review 3

View CR *Submit CR*

Analyze the information in the CAP below. Focus on whether Acme Company has effectively taken additional steps in their process. Select the answer that is most consistent with your analysis.

- [x] There is insufficient data to determine the effectiveness of the corrective action(s) taken.
- [ ] The action is ineffective. There is no evidence in the report to suggest they even attempted to look beyond the root cause. I don't see any additional steps taken.

Factor	Description	Action	Implement Date
Contributing Cause	Drawing Checker failed to properly inspect User Panel Alarm Speaker Connection Drawing.	Corrective Action: Quality Assurance shall add a signature line to Drawing Checklist and caution future checkers of the consequences of the inaccurate drawings.	In Progress.

Check Answer

Based on the information provided, the first answer is better than the second one. **Acme Company did add a signature line to their checklist, but this is insufficient information to determine effectiveness.**

D

Long Description

A third excerpt of the Supplier Corrective Action Plan is displayed. Similarly to the previous pages, it is a table with five columns. The column headers are "Factor", "Description", "Action", and "Implement Date". The table only has one entry. In the Factor column is "Contributing Cause". In the "Description" column is "Drawing Checker failed to properly inspect User Panel Alarm Speaker Connection Drawing." In the "Action" column is "Corrective Action: Quality Assurance shall add a signature line to Drawing Checklist and caution future checkers of the consequences of inaccurate drawings." In the "Implement Date" column is "In Progress".

Case Study Knowledge Review 4

View CR *Submit CR*

Analyze the information in the CAP below. Focus on whether this corrective action prevents the problem from recurring. Select the answer that is most consistent with your analysis.

- [ ] The action is effective. This corrective action (to empower assemblers) ensures the problem will not recur.
- [x] The action is ineffective as a standalone. There is no assurance that an empowered employee will report the discrepancy and prevent the problem from recurring.

Factor	Description	Action	Implement Date
Contributing Cause	Assembler missed opportunity to detect the wire color discrepancy.	Corrective Action: Foreman shall empower assemblers to speak up when an assembly step is inconsistent with their experience.	Upon Approval.

Check Answer

Based on the information provided, the second answer is correct. **Acme Company will not prevent recurrence of its problem with this action.**

D

Long Description

A final excerpt of the Supplier Corrective Action Plan is displayed. Similarly to the previous pages, it is a table with five columns. The column headers are "Factor", "Description", "Action", and "Implement Date". The table only has one entry. In the Factor column is "Contributing Cause". In the "Description" column is "Assembler missed opportunity to detect the wire color discrepancy." In the "Action" column is "Corrective Action: Foreman shall empower assemblers to speak up when an assembly step is inconsistent with their experience." In the "Implement Date" column is "Upon Approval".

Analyzing a CAP for Effectiveness Summary

Will it be difficult to determine the effectiveness of a corrective action with nothing but a plan?

It can be difficult, but you become better with experience. And it is okay to seek clarification from a supplier. They want to fix the root cause, too.

DCMA analyzes supplier CAPs every day. You will work with your supervisor on the really difficult supplier corrective actions.

Now, let's take a look at a series of corrective actions that prevent a problem from recurring.

D

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist asks, "Will it be difficult to determine the effectiveness of a corrective action with nothing but a plan?" The mentor replies, "It can be difficult, but you become better with experience. And it is okay to seek clarification from a supplier. They want to fix the root cause, too. DCMA analyzes supplier CAPs every day. You will work with your supervisor on the really difficult supplier corrective actions. Now, let's take a look at a series of corrective actions that prevent a problem from recurring."

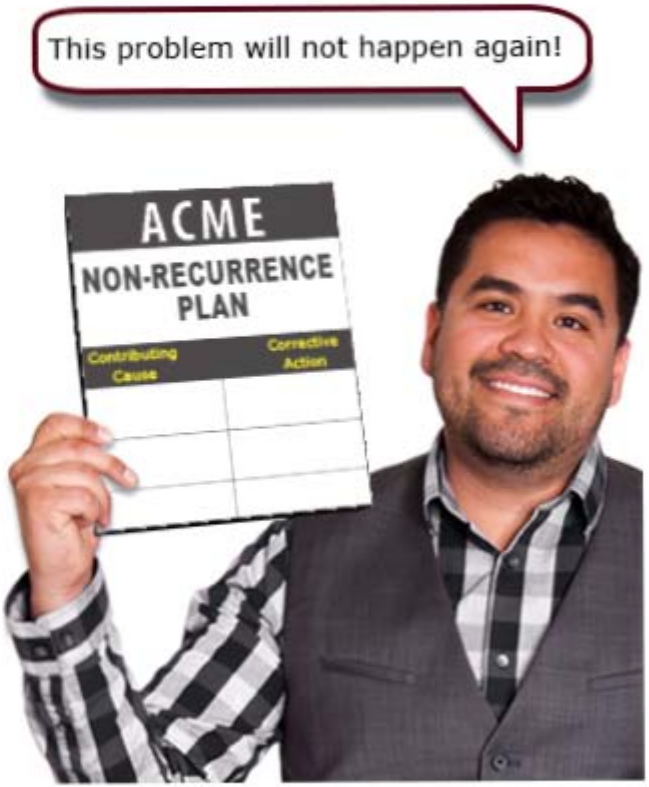
View CR Submit CR

Corrective Actions that Prevent Recurrence

A supplier's problem is a problem for the DoD customer. When analyzing corrective actions, think about the consequences of a defect on their mission. Ensure the supplier has planned (or has implemented) changes that prevent recurrence.

Use this list of questions as a guideline to screen a corrective action that prevents recurrence:

- Did the supplier make changes in their products/processes that include corrective actions in their daily work?
- Did the supplier train employees on revised processes and/or standards?
- Did the supplier insert periodic checks into their processes to monitor corrective actions?
- Did the supplier look beyond this set of corrective actions and consider other areas for further application?



D

Long Description

The supplier from Acme Company is smiling and holding a document entitled "Acme Non-Recurrence Plan". The supplier exclaims happily, "This problem will not happen again!"

Corrective Actions that Prevent Recurrence Knowledge Review 1

View CR Submit CR

Read the shaded row of cells on the Acme Company plan and the comments from the supplier.

Does the corrective action prevent recurrence of the contributing cause?

- [x] Yes. The supplier has made changes to their gauge replacement process and included corrective actions into their daily work.
- [ ] No. The supplier has missed the mark on this corrective action. The problem is sure to recur, because an assembler could be color-blind.

Check Answer

Based on the information provided, the first answer is the most correct. **The steps taken by Acme Company will prevent recurrence of the contributing cause.**

ACME

NON-RECURRENCE PLAN

Contributing Cause	Corrective Action
The employee replaced the broken gauge on the temperature valve with a non-approved gauge from another product line. Led to defects on Lot 21 to U.S. Air Force MPCS.	The stems of all gauges have been marked (painted) and matched to their product lines. Foreman's Checklist now includes a visual inspection of all replaced gauges.

D

Long Description

The supplier from Acme Company is commenting on Acme company's Non-Recurrence Plan. The supplier says, "This corrective action uses color coding as a guide for our assemblers. We also improved the Foreman's checklist." The Acme Non-Recurrence Plan is displayed. The document has two columns. The first column is labeled "Contributing Cause", and the second column is labeled "Corrective Action". The Contributing Cause column says "The employee replaced the broken gauge on the temperature valve with a non-approved gauge from another product line. Led to defects on Lot 21 to U.S. Air Force M.P.C.S." The Corrective Action column says "The stems of all gauges have been marked (painted) and matched to their product lines. Foreman's Checklist now includes a visual inspection of all replaced gauges."

Corrective Actions that Prevent Recurrence Knowledge Review 2

View CR Submit CR

Read the shaded row of cells on the Acme Company plan and the comments from the supplier.

Does the corrective action prevent recurrence of the contributing cause?

- [x] Yes. The supplier took action to correct the contributing cause. They even considered other areas for application.
- [ ] No. The supplier has not prevented the problem from recurring. I am 100% certain this action will lead to recurrence.

Check Answer

Based on the information provided, the first answer is the most correct. **The steps taken by Acme Company will prevent recurrence of the contributing cause and improve the process of assembly for other units down the line.**

ACME

NON-RECURRENCE PLAN

Contributing Cause	Corrective Action
Excessive noise levels caused the assembler to miss the OVERTEMP alarm. Thirty ABC units went to delivery phase out of tolerance.	Installed a visual alarm to alert the assembler to OVERTEMP conditions for ABC unit assembly. Added same feature to CDE and EFG units.

D

Long Description

The supplier from Acme Company is commenting on another line item of Acme company's Non-Recurrence Plan. The supplier says, "This corrective action adds redundancy to our alarm system. We even applied the action to other unit assemblies." A different line item of the Acme Non-Recurrence Plan is displayed. The Contributing Cause column says "Excessive noise levels caused the assembler to miss the overtemp alarm. Thirty ABC units went to delivery phase out of tolerance." The Corrective Action column says "Installed a visual alarm to alert the assembler to overtemp conditions for ABC unit assembly. Added same feature to C.D.E. and E.F.G units."

Corrective Actions that Prevent Recurrence Knowledge Review 3

View CR Submit CR

Read the shaded row of cells on the Acme Company plan and the comments from the supplier.

Does the corrective action prevent recurrence of the contributing cause?

- [ ] Yes. The supplier took action to correct the contributing cause. It is effective and the problem will not recur.
- [x] No. The supplier has not prevented the problem from recurring. Including the disc does not prevent recurrence.

Check Answer

Based on the information provided, the second answer is the most correct. **The steps taken by Acme Company will not necessarily prevent recurrence of the contributing cause.**

ACME

NON-RECURRENCE PLAN

Contributing Cause	Corrective Action
No factory training provided on the operation of the new flight line hydraulic lift. Operators relied upon training from previous model lift.	A compact disc is now included in the delivery of the new hydraulic lift. The disc contains training specific to the delivered model.

This corrective action ensures the training is delivered with the product. The operator cannot make the same mistake.

D

Long Description

The supplier from Acme Company is commenting on another line item of Acme company's Non-Recurrence Plan. The supplier says, "This corrective action ensures the training is delivered with the product. The operator cannot make the same mistake." A different line item of the Acme Non-Recurrence Plan is displayed. The Contributing Cause column says "No factory training provided on the operation of the new flight line hydraulic lift. Operators relied upon training from previous model lift." The Corrective Action column says "A compact disc is now included in the delivery of the new hydraulic lift. The disc contains training specific to the delivered model."

Corrective Actions that Prevent Recurrence Summary

Doesn't the real test of recurrence happen in the field when the DoD customer uses the product?

I hope not. Your best course of action is to ensure your supplier's corrective actions prevent the recurrence before it gets to the field. We cannot afford to test our supplier's defect for recurrence in the field. Remember, the DCMA Instruction does provide you with the authority to reject a Corrective Action Plan. DCMA analyzes supplier responses to CARs and their CAPs everyday.

This is the last lesson in this course. Feel free to visit any of the previous lessons as a refresher.

D

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist asks, "Doesn't the real test of recurrence happen in the field when the DoD customer uses the product?" The mentor replies, "I hope not. Your best course of action is to ensure your supplier's corrective actions prevent the recurrence before it gets to the field. We cannot afford to test our supplier's defect for recurrence in the field. Remember, the DCMA Instruction does provide you with the authority to reject a Corrective Action Plan. DCMA analyzes supplier responses to CARs and their CAPs everyday.

This is the last lesson in this course. Feel free to visit any of the previous lessons as a refresher."

Lesson Completion

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