



HS Marston Aerospace Limited

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CAR - CORRECTIVE ACTION REPORT

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IMPORTANT: Military parts or dual use Military/Civil parts will be subject to either UK and or US Export Controls.

Supplier -				QN No.
Supplier Contact.		Position.		Date Raised.
Part Description.				C of C No.
Part Number.		Drg No.		Lot No.
Reason for rejection:				
				Purchase Order No.
				Qty Rejected.

1] Details of defect:

Export Control?

2] Supplier Containment Actions: *(as appropriate)*

Retrieve parts in transit.		Check parts 100% at Despatch	
Check 100% Work In Progress		Check 100% at Sub-tiers	
Check 100% Parts in Stores		Is the Problem contained?	Yes No

Additional Containment Comments: *(Where required)*

N.B Supplier **must** consider similar parts or part families when containing suspect parts.

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3] Root cause assessment of defect:

DMAIC

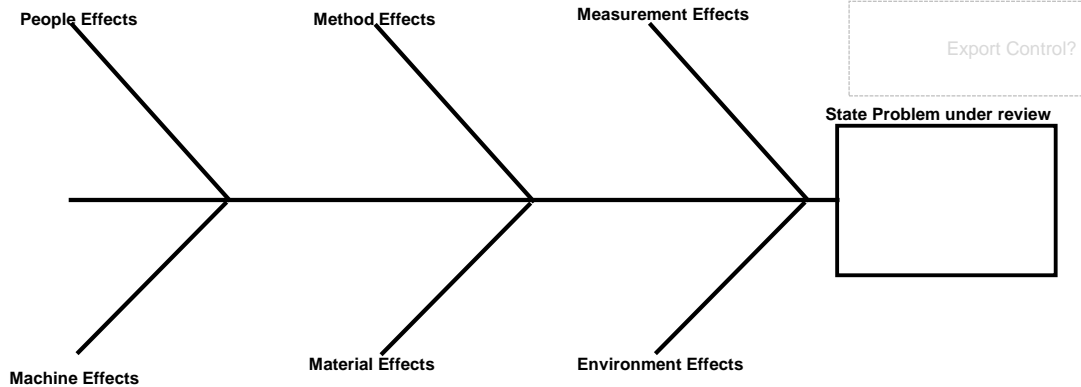
Define/Measure/Analyse/Improve/Control - the problem

i Define the problem: _____

ii Assess how often it occurs, and when, where it occurred: _____

NB. Include additional information as required E.g. Tabulated/Graphical details.etc.

iii Hold a **TEAM** review and discuss the likely causes of the problem: (If not clear as to the cause or if it is a repeat concern).



iv Interrogate most likely chosen cause from 3 above by asking 5 Why's (problem TEAM to ask why it happened to each answer agreed on)

	Likely cause 1	Likely cause 2	Likely cause 3
1st Why	_____	_____	_____
2nd Why	_____	_____	_____
3rd Why	_____	_____	_____
4th Why	_____	_____	_____
5th Why	_____	_____	_____

Conclusions: _____

4] Corrective & Preventative Actions taken by the supplier to eliminate its recurrence:

Supplier Quality Representative to detail here, actions taken to fix, and eliminate the problem recurring.

NB. Supply additional documentary evidence as attachments - E.g. revised Control plans, updated work instructions/ awareness photographs etc Consider other similar part types / variants.

5] Verify Corrective & Preventative Actions taken:

Supplier Quality Representative to detail here, actions taken to verify the improvements have been effective.

NB. Supply additional documentary evidence as attachments - E.g. Audits performed, follow up checks conducted, confirmation assessments.Process certification checks etc. 100% measurement / Inspection results of the corrected non conforming feature, shall be provided with the next three consecutive delivery paperwork.

6] Supplier Completion Declaration:

I the undersigned have established the most likely cause of the quality concern and through investigations have implemented corrective actions necessary to prevent any recurrence.

Mistake proof level Level 1 = 100% mistake proof, Level 2 = Active warning, Level 3 = Passive warning.

Completed by: Print name _____ Signed: _____ Position: _____

Completion date: _____
[Return to one of HS Marston Supplier Quality Team members below:-](mailto:mark.billingsley@hsmarston.co.uk)
mark.billingsley@hsmarston.co.uk / laurie.page@hsmarston.co.uk / alan.blundell@hsmarston.co.uk

7] HS Marston Quality Concern Close Out Review:

To be completed by HS Marston Supplier Quality dept:

Mistake proof level confirmed: Level 1 = 100% mistake proof, Level 2 = Active warning, Level 3 = Passive warning.

Accepted: Yes / No

Approved by: _____ Date: _____