



SERVICE PRODUCT BRIEF CORRECTIVE ACTION MANAGEMENT

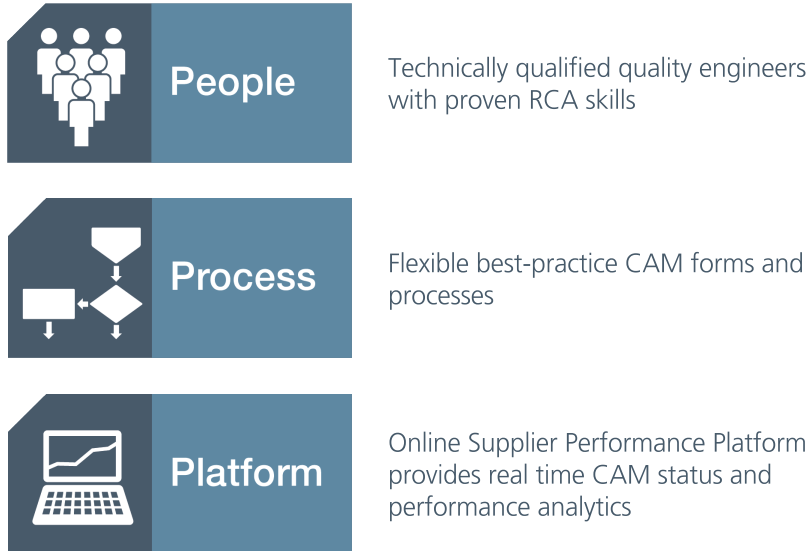
Verify's broad range of **Corrective Action Management (CAM)** consulting and managed services help customers recover delinquent corrective actions, elevate underperforming suppliers and/or manage an effective improvement program.

Requests for corrective action can occur at every stage of the Supplier Performance Management (SPM) lifecycle. However, effective Corrective Action Management will achieve results at the Performance Improvement phase as illustrated below.



CORRECTIVE ACTION MANAGEMENT

Based on customer requirements, Verify implements CAM services drawing upon core capabilities.



Best Practice Primary Steps

1. Define The Problem

- Accurately define the nonconformity or undesirable issue
- Implement immediate containment actions

2. Root Cause Analysis (RCA)

- Identify all root and contributing causes
- Use proven RCA tools such as Fishbone, 5 Whys, Fault Tree Analysis (FTA), and Design of Experiments (DOE)

3. Root Cause Corrective Action (RCCA)

- Implement RCCA so the problem will not recur
- Identify the parties responsible for RCCA

4. Validate RCCA

- After RCCA selection and implementation, verify RCCA completion
- Objectively confirm effectiveness of RCCA

Verify Delivers

Best-practice CAM service, ISO 9001, AS9100 and ARP9136 compliant

Technically managed CAM services provide measurable value

Real-time visibility, traceability and metrics of CAM performance

Customer Benefits

Permanent issue eradication

Real and sustainable continuous improvement

Improved customer satisfaction

Reduced cost of quality

Value Proposition

Global, scalable, and insightful solutions to recover, improve, and maintain optimum supply-chain performance.

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