



Corrective Action Request

The EHSdesk™ **Corrective Action Request (CAR)** module is accessible from all modules that can generate corrective actions within EHSdesk or can be used independently to create a corrective action request manually. CAR provides a sound process for tracking tasks necessary to perform corrective action investigations.

Features and Functionality

- Corrective action requests can be created and maintained for any type of nonconformance item
- Corrective action requests are issued with an automatic plan response due date generated
- Detailed corrective action attributes are documented including: direct cause, root cause, corrective action plan, nonconformance description, cost information, due dates, and severity
- Approve/reject cycle is available for corrective action plan/response

Benefits

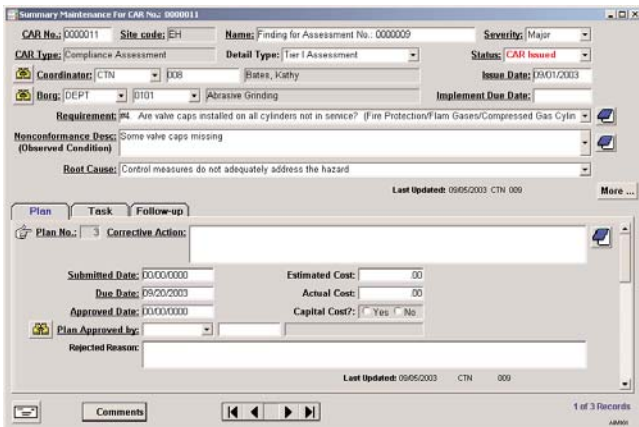
- Enables consistent corrective action documentation, planning, and follow-up process
- Facilitates timely resolution of tasks required to complete corrective actions via pro-active e-mail notification

10/03/2003 8:19:08 Corrective Action Plan - On Time Report						
Internal / External	Plan Due	Major Unit	CAR Detail Type	Total Due	Total On Time	% On Time
Internal						
2003-APR						
Operations						
Tier II Assessment						
				2	1	50.0
Total Operations				2	1	50.0
Total 2003-APR				2	1	50.0
2003-AUG						
Group Admin						

CAR Metrics Report

Reports

- Ad hoc reporting is available using a flexible search window with multiple filters and sorts; query results can be printed or saved to an Excel™ or Acrobat™ format
- Ad hoc reports available for CARs, CAR Plans (Accepts/Rejects), CAR Tasks, and CAR Follow-ups (Accepts/Rejects)
- E-mails containing CAR information can be sent to individuals or distribution lists
- Nightly e-mails are automatically sent to actionees upon issue/approve/reject/overdue status



Summary Maintenance For CAR No. 0000011

CAR No.: 0000011 Site code: EH Name: Finding for Assessment No. 0000009 Severity: Major

CAR Type: Compliance Assessment Detail Type: Tier I Assessment Status: CAR Issued

Coordinator: CTN Job: J08 Bates, Kathy Issue Date: 09/01/2003

Org: DEPT 0101 Abrasive Grinding Implement Due Date:

Requirement: Are valve caps installed on all cylinders not in service? (Fire Protection/Flam Gases/Compressed Gas Cylin)

Nonconformance Desc: Some valve caps missing

Root Cause: Control measures do not adequately address the hazard

Last Updated: 09/05/2003 CTN 000

Plan Task Follow-up

Plan No.: 3 Corrective Actions

Submitted Date: 00/00/0000 Estimated Cost: 00

Due Date: 09/20/2003 Actual Cost: 00

Approved Date: 00/00/0000 Capital Cost?: Yes / No

Plan Approved By:

Rejected Reason:

Last Updated: 09/05/2003 CTN 000

1 of 3 Records

CAR Detail

- Multiple task items per corrective action can be created including assignment to responsible people, due dates, and actual dates
- Processes and ISO elements can be associated with a CAR
- Implementation can be documented with the ability to optionally generate follow-up
- Follow-up results can be documented with reject ability
- Typical users include EHS Professionals, EHS Managers, Supervisors, Quality Auditors, and Operations Management

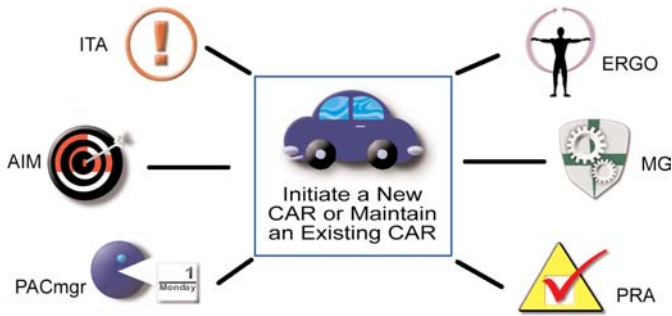
Compliance

Facilitates compliance with ISO 9001, OSHAS 18001, ISO 14001 and all Regulations that require an audit process



Integration Points

A CAR can be triggered in many ways within EHSdesk. In addition to CARs that are prompted by other modules within EHSdesk, independent CARs can also be created.



- **Machine Guard (MG)** — generate CAR for missing or deficient machine guards
- **Planning & Calendar Manager (PACmgr)** — generate CAR for missed plan items
- **Assessment Information Management (AIM)** — generate CAR for nonconformance answer on audit checklist
- **Incident Tracking & Analysis (ITA)** — generate CAR for spill or injury for incident investigation
- **Ergonomic (ERGO)** — generate CAR to implement a fix resulting from an ergonomic assessment
- **Process Risk Assessment (PRA)** — generate CAR for missing or deficient control measures

Process Flow

