



Lesson Introduction

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I'm starting to get a better picture of problem solving in Root Cause Analysis, but I don't think our suppliers stop when they find their root causes.



It is not enough for a supplier to simply identify the root cause of a problem. At DCMA, we want them to correct the problem and take steps to prevent it from recurring.

We use corrective action to achieve this.

This lesson introduces you to corrective actions and how to isolate them. You will learn how to relate a corrective action to its contributing cause and then examine a supplier's plan to correct an event based problem.

Let's take a look at the objectives for this lesson.

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist states, "I'm starting to get a better picture of problem solving in Root Cause Analysis, but I don't think our suppliers stop when they find their root causes." The mentor replies, "It is not enough for a supplier to simply identify the root cause of a problem. At DCMA, we want them to correct the problem and take steps to prevent it from recurring. We use corrective action to achieve this. This lesson introduces you to corrective actions and how to isolate them. You will learn how to relate a corrective action to its contributing cause and then examine a supplier's plan to correct an event based problem. Let's take a look at the objectives for this lesson."

Lesson Objectives

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Terminal Learning Objective - Given the root and contributing causes of a sample event-based problem, analyze corrective actions proposed by the supplier.

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

- Identify the process for evaluating corrective actions.
- Isolate corrective action(s) for root cause(s).
- Relate corrective action(s) for contributing cause(s).
- Examine a corrective action plan to an event-based problem.

First, you will learn the purpose and definition of corrective actions and the process for evaluating them.



Corrective Action Purpose

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The purpose of corrective actions is to identify all the steps that are necessary to:

- Prevent a problem from recurring
- Greatly reduce the probability that the problem will recur

Suppliers create corrective actions as a means to evaluate a solution for each root cause and contributing causes.

PROBLEM

Kitchen Fire



Long Description

A gas stove is depicted with large flames consuming one of the burners. The image has a large caption that says "PROBLEM Kitchen Fire".

Corrective Action Types

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Corrective actions are the countermeasures taken against root or contributing causes. The goal of corrective actions is to alleviate or reduce the probability that the problem will recur due to the same root cause. In the Quality industry, corrective actions are broken down into two types.

Click on each tab to learn more about the type of action.

Adaptive Action

Monitoring Action

Adaptive action is the immediate action you take to deal with the problem before thoroughly investigating the root cause(s).

The goal of adaptive action is to allow you to live with the effects of the event or minimize additional damage as a result of the problem occurring.

Containment is an action inside an adaptive action. Containment is a process to determine the extent of a problem or nonconformance. For a hardware nonconformance, the supplier would look at Work In Progress (WIP), products in stores, products getting ready for delivery and even what has already been delivered to the customer. If the nonconformance was not determined to be an "isolated case", the supplier would "contain" the nonconformance in other products from moving any further towards customer delivery.

Adaptive Action



**Immediate
Minimizes Damage**

**Does not isolate the root
cause of the problem**



[D](#)

Popup Content

Adaptive Action

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Long Description

The gas stove with burner on fire is depicted again. A fire extinguisher is pointed at the fire. The words "Adaptive Action" point to the fire extinguisher. There is a caption that says "Immediate", "Minimizes Damage", and "Does not isolate the root cause of the problem".

Monitoring Action

Monitoring action is that action you take to check the effectiveness of your corrective action(s).

The goal is to inform you if the corrective action is not working or if the problem is recurring due to some new root cause that was not identified earlier.

Long Description

The burner of the gas stove is depicted, but it is not on fire anymore. The graphic is labeled "Monitoring Action". The burner is surrounded by the questions, "Is the burner clean?", "Was the gas set too high?", and "Is the wiring faulty?" There is a caption that says "Investigative", "Prevents recurring issues", and "Meant to find the root cause of a problem".

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Dispositioning Nonconformance

Before we talk about developing a process for evaluating corrective actions, it is worth mentioning that there are actions that support the corrective action process that generally occur prior to a root cause analysis.

When nonconformance is found, the supplier not only performs containment actions, but they must determine what to do with the nonconformance. In other words, how are they going to disposition the nonconformance?

The supplier has several options:

1. Rework it to print.
2. Return it to the supplier if the product was purchased.
3. Scrap the product.
4. Repair the product nonconformance (may require Government approval).
5. Use the product "as-is" without further action (may require Government approval).

Once the supplier has formally dispositioned the nonconforming action, this action is typically referred to as "correction of defect". It is the action that has eliminated or reduced the effects of the nonconformance on the specific hardware that it was found on.

The action by the supplier of "correction of defect" only eliminates or reduces the effects of the nonconformance on the specific hardware that it was found on, it will not prevent future nonconformances.

Why Develop a Process for Evaluating Corrective Actions?

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It is important that suppliers carefully develop and implement corrective action(s) because:

- They may implicate other problem areas
- They ensure safety
- They are economically sound
- They have a high reliability to prevent recurrence

Possible Causes

Investigation reveals that the burner is covered in grease



Long Description

The burner is depicted again. It is on fire, and is covered in grease. The graphic is labeled "Possible Causes". There is a caption that says "Investigation reveals that the burner is covered in grease".

Corrective Action Development

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Sometimes the root cause of a problem is POOR WORK HABITS. This may appear to be an employee problem, however, a robust RCA will reveal whether the supplier's training program is adequate to prepare the employee to accomplish the task correctly. The supplier must look for trends in their operation to assure that this is an isolated case before they conclude that the root cause is "operator error" and determine the corrective action to be "retrain the employee," "caution the operator," or to "replace the employee."

Corrective actions are developed by suppliers after DCMA or the supplier has rejected a product for nonconformance. When they receive a Corrective Action Request (CAR), a supplier typically follows this process:

- Formulate corrective action(s) for the root cause
- Formulate corrective action(s) for selected contributing causes
- Evaluate alternative corrective action(s)
- Select recommended corrective action(s)

ROOT CAUSE

**Poor work habits
resulting in a dirty,
greasy burner**



Long Description

The burner is depicted again, but it is not on fire. It is covered in grease. The graphic is labeled "ROOT CAUSE". There is a caption that says, "Poor work habits resulting in a dirty, greasy burner".

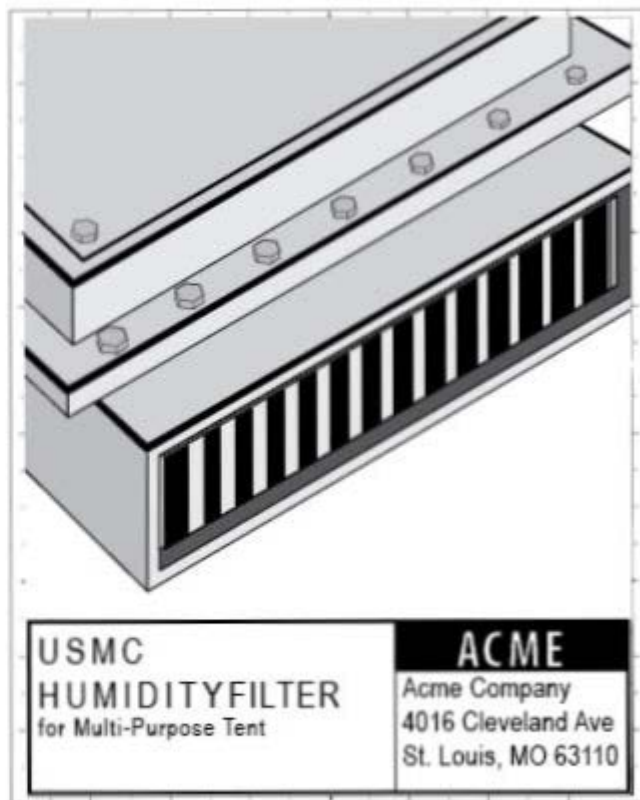
Case Study

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For Acme company and its problems, corrective actions are less obvious. For this case study and scenario, the company delivers humidity filters for the U.S.M.C. The component filters humidity in the Multi-Purpose Tent.

The delivery of filters in Lot 1223 from Acme Company did not conform to design specifications. The wrong fabric was used in the assembly of the filters.

Acme Company has received a Product Quality Deficiency Report (PQDR) from the customer, via DCMA, and the supplier has drafted their response to the Corrective Action Request (CAR) in the form of a Corrective Action Plan (CAP) for DCMA review.



Case Study, Cont.

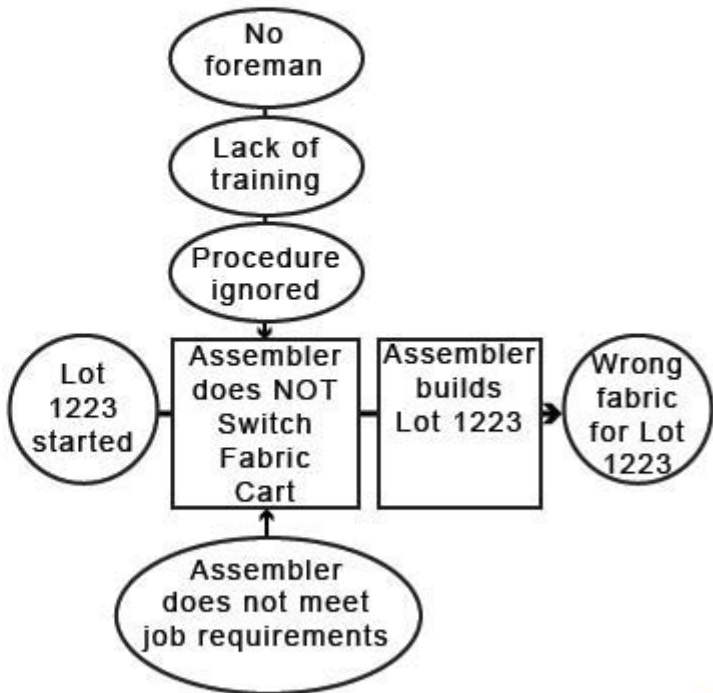
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Acme Company has published a Corrective Action Plan (CAP) to include an Action table and an Event and Causal Factor chart. Your supervisor has tasked you to ensure the supplier has a process in place for evaluating its corrective actions. First, read and review the excerpts from the company's CAP.

ACME

Corrective Action Plan USMC Humidity Filter Fabric for Tent

Factor	Description	Action
Problem	The membrane of the humidity filter for the multi-purpose tent was composed of the wrong fabric for Lot 1223.	None available.
Contributing Cause	The cause was... Design... newly hired assembler.	Corrective Action: Company shall screen applicants at Human Resources (HR) for English language comprehension – both written and oral.
Contributing Cause	Assembler used the written checklist step to switch fabric cart at start.	Corrective Action: Company now requires Foreman to brief assemblers before starting a new lot.
Contributing Cause	Employee did not meet requirement of 10 th grade level English comprehension.	Corrective Action: Company shall better screen applicants at hiring to meet English comprehension requirements.



Long Description

An Event Sequence Timeline is depicted. It has only four items on the main timeline. The start event circle is labeled "Lot 1223 started", which points to a rectangle labeled "Assembler does NOT Switch Fabric Cart", which points to a rectangle labeled "Assembler builds Lot 1223", which points to the end event circle, which is labeled "Wrong fabric for Lot". Pointing to the first rectangle (Assembler does NOT Switch Fabric Cart) is an oval labeled "Assembler does not meet job requirements". Also pointing to the first rectangle is an oval labeled "Procedure ignored", which is pointed to by another oval labeled "Lack of training" which is pointed to by another oval labeled "No foreman".

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Case Study, Cont.



I am from Acme Company, and we wish to redeliver the lot of humidity filters for our tents. Are there any questions you want to ask me about our process for evaluating corrective actions? Click on a question and I'll explain our process.

[How did you arrive at the root cause of the problem filters?](#)

[How did you treat the events that contributed to the root cause?](#)

[How did you evaluate your corrective actions?](#)

[How did you select your corrective actions?](#)

D

Popup Content

How did you arrive at the root cause of the problem filters?

We interviewed every employee that took part in the assembly of filters in Lot 1223. Although there were several causes that contributed to the defect, the single most basic reason for the problem is that our filter assembler did not speak or read English at the required level. If we correct this root cause, then Acme Company will prevent any recurrence of that problem.

How did you treat the events that contributed to the root cause?

We started with our foreman on the assembly line. He is required to kick off each shift with a briefing. Then we looked at our training program. We fixed it. We have posted the procedure for filter assembly at the proper locations on the line. But most importantly, we have added a screening step in our hiring process.

How did you evaluate your corrective actions?

We used an Event and Causal Factor chart to map our way through the problem. Every stakeholder in the filter process was in the room. And then we used a series of questions to chart our contributing causes. We then relied upon the experience of our shop and management teams to weigh the importance and impact of each event on the outcome. We simply prioritized our factors.

How did you select your corrective actions?

For the root cause, we factored both federal and state laws into our hiring practices and determined that our contract does allow us to screen applicants for English comprehension at the 10th grade level. For contributing causes, our corrective actions were based on experience after a quick review of design specifications and delivery standards.

Long Description

A supplier from Acme Company faces you. He says, "I am from Acme Company, and we wish to redeliver the lot of humidity filters for our tents. Are there any questions you want to ask me about our process for evaluating corrective actions? Click on a question and I'll explain our process."

Case Study Knowledge Review

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Based on the Acme supplier's answers to the questions, does Acme Company have an adequate process for evaluating corrective actions for root causes?

Yes

No

Check Answer



The best answer is **Yes**. The Acme supplier's answers to the questions suggest that Acme Company's process of evaluation lead them to the best available corrective actions.

Corrective Action Summary

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Does a supplier have to follow the Quality industry standard and the process described in this training?



I'm glad you're starting to see things through the eyes of your suppliers.

No, their processes to evaluate their corrective actions can be given to them through their own Quality organizations or mandated from leadership in the company.

We have deliberately not given Acme Company a Quality component in order to expose problems for training purposes.

For this scenario, it is not likely that Acme Company would have a question and answer session with DCMA.

Let's isolate corrective actions for root causes.

[D](#)

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist asks, "Does a supplier have to follow the Quality industry standard and the process described in this training?" The mentor replies, "I'm glad you're starting to see things through the eyes of your suppliers. No, their processes to evaluate their corrective actions can be given to them through their own Quality organizations or mandated from leadership in the company. We have deliberately not given Acme Company a Quality component in order to expose problems for training purposes. For this scenario, it is not likely that Acme Company would have a question and answer session with DCMA. Let's isolate corrective actions for root causes."

Isolating Corrective Actions

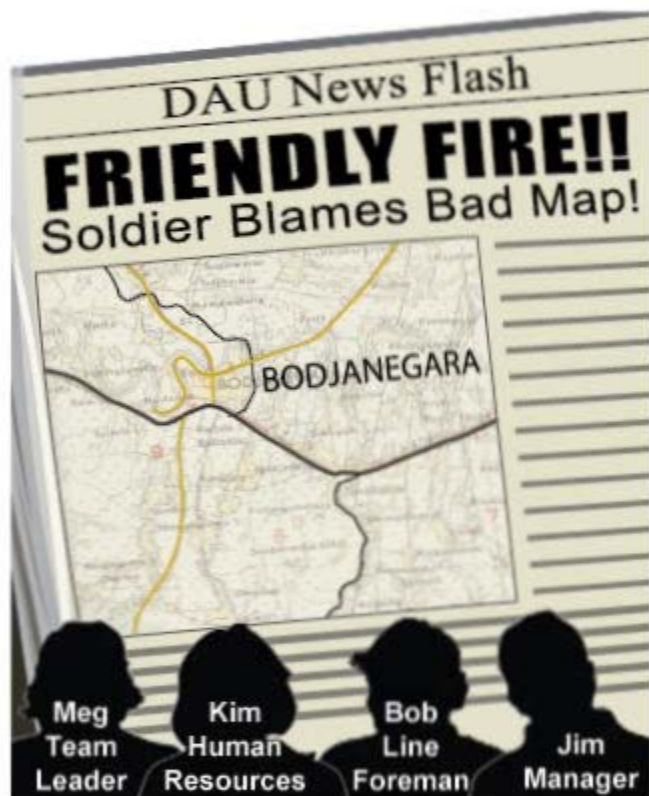
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Suppliers isolate their corrective actions by asking each action questions to determine its viability. This is typically performed as a group with stakeholders in the room.

While no two suppliers are alike when formulating corrective actions, some questions emerge as common during the isolation process:

- Is this corrective action related directly to the root cause of the problem?
- Is the corrective action within the capability of the company to implement?
- Is the corrective action within the design specifications and product requirements?
- Is the corrective action safe for the end user?

Next, you will have an opportunity to isolate corrective actions for root causes using an Acme Company Map product.



Long Description

A map is depicted on a document in the style of a newspaper. The newspaper-styled document is entitled "DAU News Flash", "FRIENDLY FIRE!!", "Soldier Blames Bad Map!" Four people are looking at the document. They are Meg, the team leader; Kim from Human Resources; Bob, the Line Foreman; and Jim, the manager.

Isolating Corrective Actions Knowledge Review 1

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Study the plan and answer this question:

If Jim, the manager, asks his team to isolate the corrective actions for the first root cause (SOLDIER USED A RED LENS FLASHLIGHT), then which of the following factors are germane? (Select all that apply)

- Change Map Specification to Green Ink
- Change Map Specification to Add Warning
- Soldier should Change Lens for Night Operations
- Add Optional Lenses to Flashlight Training
- Improve Night Operations Training

Check Answer

The correct answers are **the two that suggest Acme Company change the map specifications.**

ACME

Corrective Action Plan

Factor	Corrective Action
The U.S. Army soldier did not see the red safety zone on Acme Company maps and fired on friendly	Two root causes: 1. Soldier used a red lens flashlight. 2. Soldier needed night training
Supplier used red ink on maps to outline safety zones.	Corrective Action: Change map specification from red ink to green ink for outline of safety zones.
Supplier does not warn soldier of nighttime use.	Corrective Action: Change map specification to add night warning.
Soldier had red lens combat flashlight	Corrective Action: Soldier should change lens to yellow when mapping.
Soldier was not equipped with night vision goggles	Corrective Action: Add optional flashlight lenses to flashlight training.
Soldier was not prepared for map reading at night	Corrective Action: Improve training for U.S. Army night operations.



Isolating Corrective Actions Knowledge Review 2

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Study the plan and answer this question:

If Jim, the manager, asks his team to isolate the corrective actions for the second root cause (SOLDIER NEEDED NIGHT TRAINING), then which of the following factors are germane? (Select all that apply)

- Change Map Specification to Green Ink
- Change Map Specification to Add Warning
- Soldier should Change Lens for Night Operations
- Add Optional Lenses to Flashlight Training
- Improve Night Operations Training

Check Answer

The correct answers are **the three that do not suggest Acme Company change the map specifications.**

ACME

Corrective Action Plan

Factor	Corrective Action
The U.S. Army soldier did not see the red safety zone on Acme Company maps and fired on friendly	Two root causes: 1. Soldier used a red lens flashlight. 2. Soldier needed night training
Supplier used red ink on maps to outline safety zones.	Corrective Action: Change map specification from red ink to green ink for outline of safety zones.
Supplier does not warn soldier of nighttime use.	Corrective Action: Change map specification to add night warning.
Soldier had red lens combat flashlight	Corrective Action: Soldier should change lens to yellow when mapping.
Soldier had red lens combat flashlight available	Corrective Action: Add optional flashlight lenses to flashlight training.
Soldier was not prepared for map reading at night	Corrective Action: Improve training for U.S. Army night operations.



Isolating Corrective Actions Summary

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I'm not sure the U.S. Army will allow Acme Company to change their entire culture and change the color of ink on maps.



I doubt they will, too, but it is just one more detail to consider as you work with your suppliers.

In many ways, root cause analysis and corrective actions are legal arguments and your suppliers will want to "touch all the bases".

At DCMA, it is not likely that you will witness your supplier isolating their corrective actions, but now you know enough to determine if they have found a proper corrective action for a root cause.

Now, let's identify the relationships between corrective actions and contributing causes.

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist states, "I'm not sure the U.S. Army will allow Acme Company to change their entire culture and change the color of ink on maps." The mentor replies, "I doubt they will, too, but it is just one more detail to consider as you work with your suppliers. In many ways, root cause analysis and corrective actions are legal arguments and your suppliers will want to 'touch all the bases'. At DCMA, it is not likely that you will witness your supplier isolating their corrective actions, but now you know enough to determine if they have found a proper corrective action for a root cause. Now, let's identify the relationships between corrective actions and contributing causes."

Relating Corrective Actions to Contributing Causes

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The level of detail in a supplier's response to a Corrective Action Request can vary depending on the Level of CAR received from DCMA.

There is a minimum set of questions the supplier must answer when responding to the CAR.

The higher the CAR Level, the more information and depth will be needed to be provided.

Acme Company Corrective Action Plan

- Identify the RC of the noncompliance.
- Identify the CA to eliminate/prevent RC.
- Identify the CA to correct the RC.
- Identify other processes affected by RC.
- Identify other services/products affected.
- Identify CAs for contributing causes.
- Identify target dates for all actions.



Long Description

The failure review board is assembled again. The failure review board members are Meg, the team leader; Kit from Quality Assurance; Bob, the line foreman; and Jim the manager. The board members are looking at a Corrective Action Plan from Acme Company. The Corrective Action Plan is formatted as a checklist of items. The items are: Identify the RC of the noncompliance; Identify the CA to eliminate/prevent RC; Identify the CA to correct the RC; Identify other processes affected by RC; Identify other services/products affected; Identify CAs for contributing causes; and Identify target dates for all actions.

Case Study Introduction[View CR](#) [Submit CR](#)

Acme Company has met and drafted their response to a Corrective Action Plan. But their Corrective Actions have been detached from their Contributing Causes.

In the following pages, you will be asked to match the corrective actions to their contributing cause.

A Corrective Action Plan training graphic will be available to you throughout the next pages to help you answer a series of questions.

Case Study Knowledge Review 1

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In the graphic, which corrective action matches the contributing cause "Shift turnover not performed or completed properly"?

- 1
- 3
- 2
- 4

Check Answer

The correct answer is 4 – a problem caused by an improper or incomplete shift turnover is most likely to be corrected by have the foreman on scene to lead shift changes.



Long Description

AA document labeled Acme Corrective Action Plan is shown. It is a table with two columns. The left column is labeled "Contributing Cause". The right column is labeled "Corrective Action". The Contributing Cause column has a contributing cause listed. The Corrective Action column has four possible corrective actions listed, but the document has been torn in half down the middle, and the corrective actions have been shuffled, so they no longer align with their respective contributing cause. This indicates that the corrective actions on the right must be matched to their respective contributing cause on the left. Listed under the Contributing Cause column on the left is "Shift turnover not performed or completed properly" is left. The possible Corrective Actions are: 1. Add legibility to Quality Assurance checklists. 2. Improve training to gain proficiency. 3. Contract and Quality goal shall be posted for viewing. Last is 4. Foreman on scene to lead shift changes.

Case Study Knowledge Review 2

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In the graphic, which corrective action matches the contributing cause "Excessive noise level caused assembler to miss alarm"?

4

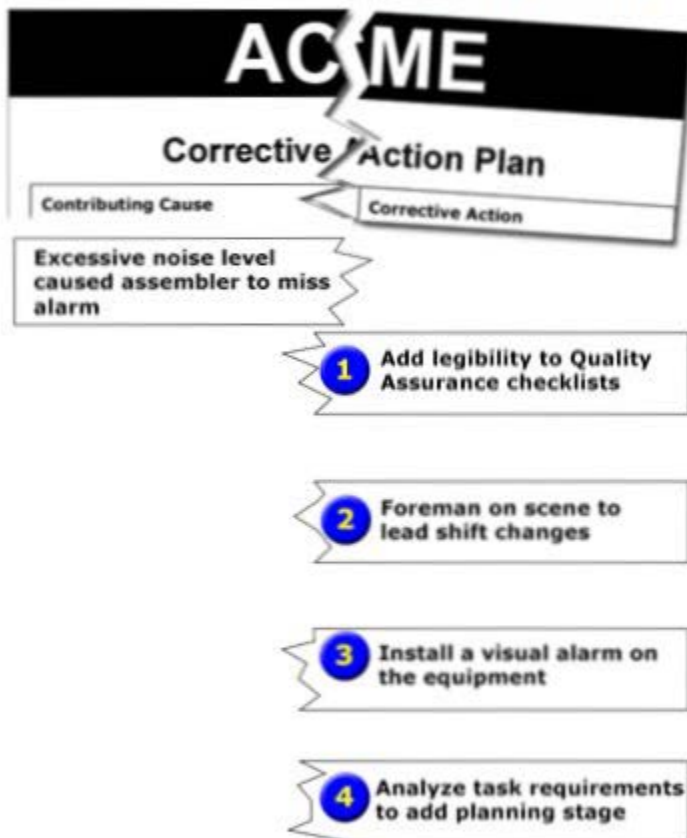
2

1

3

Check Answer

The correct answer is 3 – a problem caused by excessive noise is most likely to be corrected by installing a visual alarm.



Long Description

A document labeled Acme Corrective Action Plan is shown. It is a table with two columns. The left column is labeled "Contributing Cause". The right column is labeled "Corrective Action". The Contributing Cause column has a possible contributing cause listed. The Corrective Action column has four possible corrective actions listed, but the document has been torn in half down the middle, and the corrective actions have been shuffled, so they no longer align with their respective contributing cause. This indicates that the corrective actions on the right must be matched to their respective contributing cause on the left. In the Contributing Cause column, only the cause "Excessive noise level caused assembler to miss alarm" is left. The possible Corrective Actions are: 1. Add legibility to Quality Assurance checklists. 2. Foreman on scene to lead shift changes. 3. Install a visual alarm on the equipment. Last is 4. Analyze task requirements to add planning stage.

Case Study Knowledge Review 3

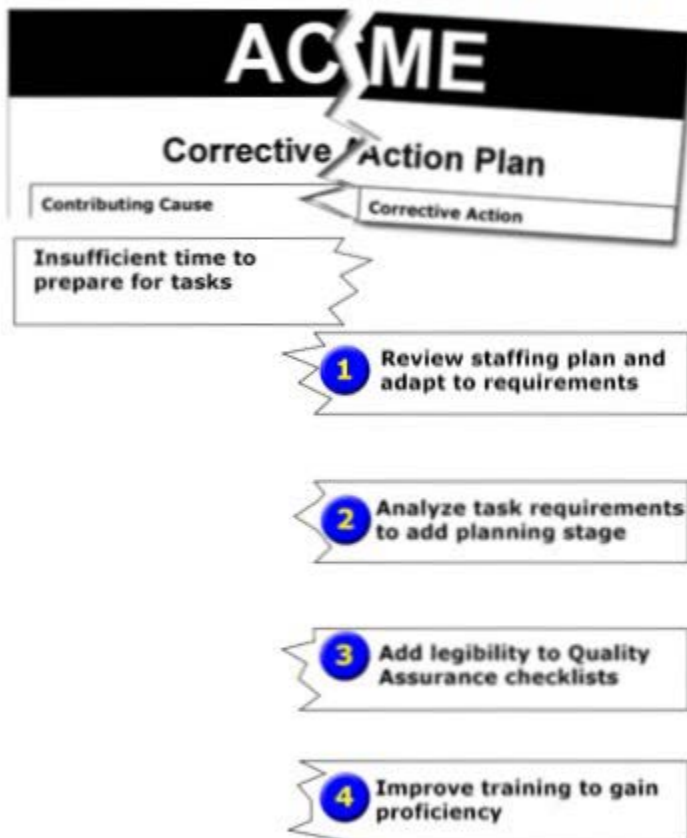
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In the graphic, which corrective action matches the contributing cause "Insufficient time to prepare for tasks"?

- 1
- 4
- 3
- 2

Check Answer

The correct answer is 2 – a problem caused by insufficient time to prepare for tasks is most likely to be corrected by analyzing task requirements to add a planning stage.



Long Description

A document labeled Acme Corrective Action Plan is shown. It is a table with two columns. The left column is labeled "Contributing Cause". The right column is labeled "Corrective Action". The Contributing Cause column has a possible contributing cause listed. The Corrective Action column has four possible corrective actions listed, but the document has been torn in half down the middle, and the corrective actions have been shuffled, so they no longer align with their respective contributing cause. This indicates that the corrective actions on the right must be matched to their respective contributing cause on the left. In the Contributing Cause column, only the cause "Insufficient time to prepare for tasks" is left. The possible Corrective Actions are: 1. Review staffing plan and adapt to requirements. 2. Analyze task requirements to add planning stage. 3. Add legibility to Quality Assurance checklists. Last is 4. Improve training to gain proficiency.

Case Study Knowledge Review 4

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In the graphic, which corrective action matches the contributing cause "Technical drawing illegible - Font too small"?



1



4



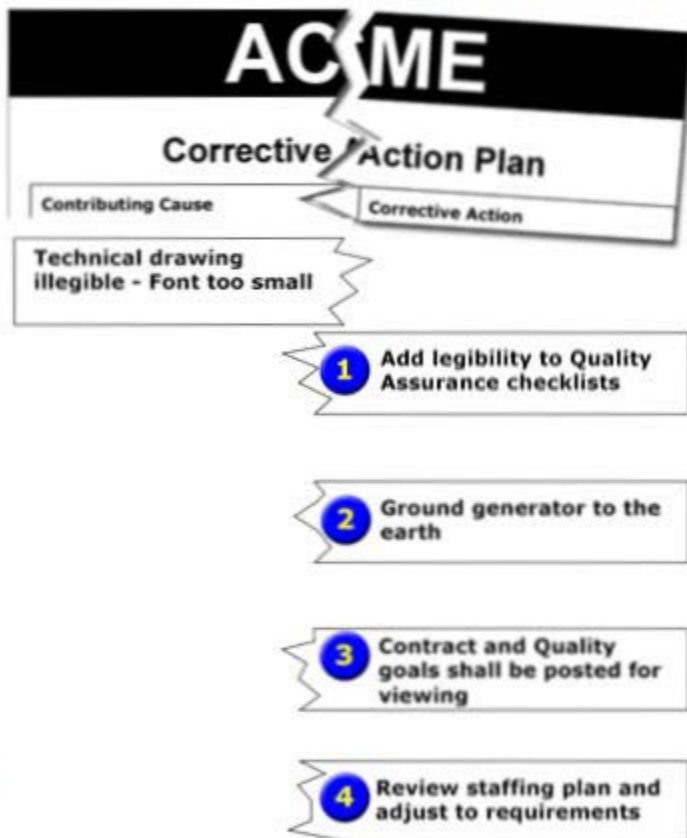
3



2

Check Answer

The correct answer is **1** – a problem caused by illegible drawings is most likely to be prevented by adding a legibility checkpoint at the Quality Assurance step.



Long Description

A document labeled Acme Corrective Action Plan is shown. It is a table with two columns. The left column is labeled "Contributing Cause". The right column is labeled "Corrective Action". The Contributing Cause column has a possible contributing cause listed. The Corrective Action column has four possible corrective actions listed, but the document has been torn in half down the middle, and the corrective actions have been shuffled, so they no longer align with their respective contributing cause. This indicates that the corrective actions on the right must be matched to their respective contributing cause on the left. In the Contributing Cause column, only the cause "Technical drawing illegible - Font too small" is left. The possible Corrective Actions are: 1. Add legibility to Quality Assurance checklists. 2. Ground generator to the earth. 3. Contract and Quality goals shall be posted for viewing. Last is 4. Review staffing plan and adjust to requirements.

Relating Corrective Actions to Contributing Causes Summary

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Will I have access to our supplier's responses to Corrective Action Requests and their Corrective Action Plan?



If you are given access to the CAR eTool and your supervisor assigns you to a review task, then yes, you will be able to read a supplier's response.

Do not expect the supplier to make too many errors when relating a corrective action to a contributing cause. Remember, they want to solve the problem, too, and it's in their best interest to get back on track.

Next, you will see a corrective action plan and be able to see the relationship between corrective actions and the event-based problem.

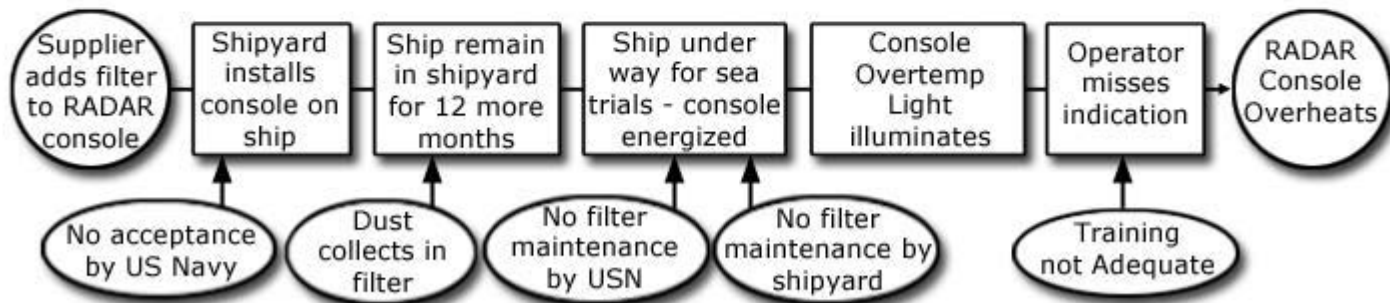
Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist asks, "Will I have access to our supplier's responses to Corrective Action Requests and their Corrective Action Plans?" The mentor replies, "If you are given access to the CAR eTool and your supervisor assigns you to a review task, then yes, you will be able to read a supplier's response. Do not expect the supplier to make too many errors when relating a corrective action to a contributing cause. Remember, they want to solve the problem, too, and it's in their best interest to get back on track. Next, you will see a corrective action plan and be able to see the relationship between corrective actions and the event-based problem."

[View CR](#) [Submit CR](#)**Event-Based Problem Example**

An event-based problem is illustrated below in the diagram. Note the start and stop circles, then trace the steps through the primary events marked by rectangles. Then review the contributing causes in the ovals. Note the relationship between the ovals and the rectangles they point to. When examining a Corrective Action Plan that is built from an event-based problem, ensure there is a corrective action for every contributing cause.

During our Root Cause Analysis, we came up with the Cause and Event Factor Chart that you see here. This chart formed the basis for our Corrective Action Plan.



D

Long Description

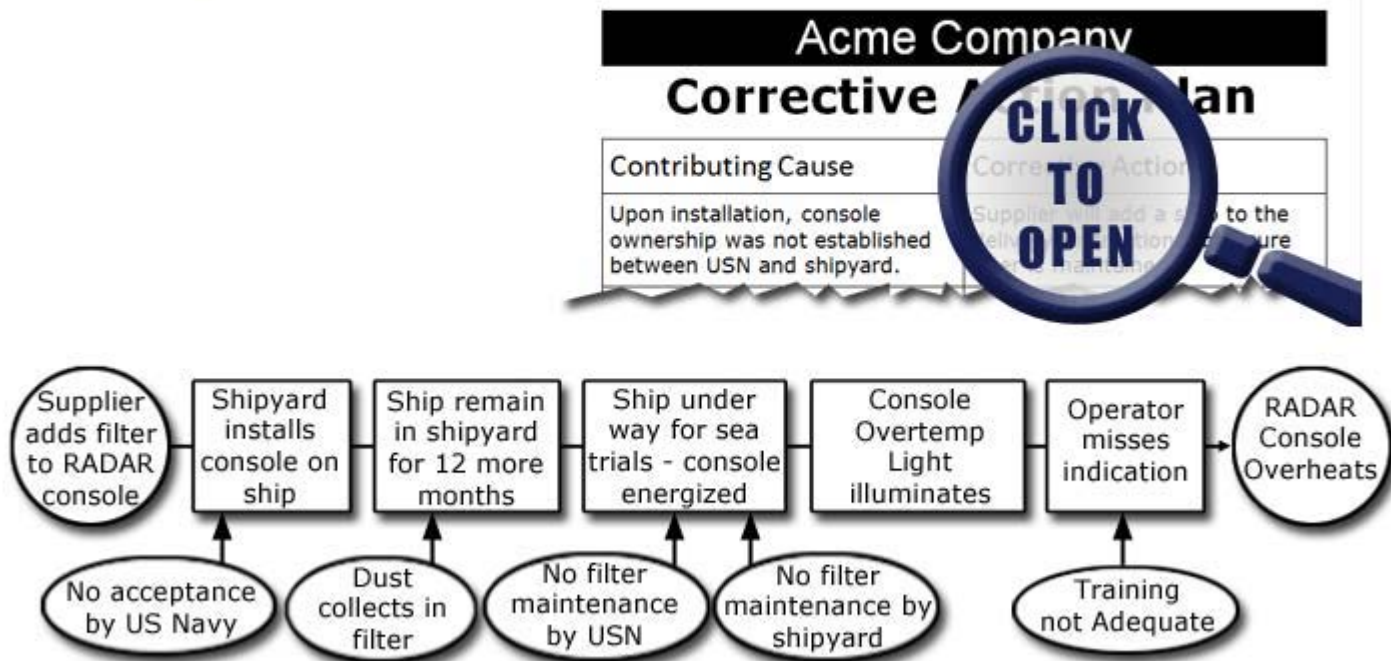
The supplier from Acme company says to you "During our Root Cause Analysis, we came up with the Cause and Event Factor Chart that you see here. This chart formed the basis for our Corrective Action Plan." Beneath the supplier is an Event Sequence Timeline. The start event circle is labeled "Supplier adds filter to Radar console". This points to the first primary event rectangle, which is labeled "Shipyard installs console on ship", which is pointed to by an oval labeled "No acceptance by U.S. Navy". The second primary event rectangle is labeled "Ship remain in shipyard for 12 more months" and it is pointed to by an oval labeled "Dust collects in filter". The third primary event rectangle is labeled "Ship underway for sea trials - console energized" and it is pointed to by two ovals, one of which is labeled "No filter maintenance by U.S.N.", and the other of which is labeled "No filter maintenance by shipyard". The fourth primary event rectangle is labeled "Console Overtemp Light illuminates", and it has no ovals pointing to it. The fifth and last primary event rectangle is labeled "Operator misses indication", and it is pointed to by an oval labeled "Training not Adequate". Finally, this points to the end event circle, which is labeled "RADAR Console Overheats".

Examine a Corrective Action Plan

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You have received a response to a Corrective Action Request (CAR) from Acme Company regarding the RADAR Console overheating. Examine the Corrective Action Plan provided to ensure there is a Corrective Action for every contributing cause on the diagram. Then answer the question on the next frame.

[Click here to open the Corrective Action Plan.](#)



Long Description

The Event Sequence Timeline from the previous page is depicted. Again, the start event circle is labeled "Supplier adds filter to Radar console". This points to the first primary event rectangle, which is labeled "Shipyard installs console on ship", which is pointed to by an oval labeled "No acceptance by U.S. Navy". The second primary event rectangle is labeled "Ship remain in shipyard for 12 more months" and it is pointed to by an oval labeled "Dust collects in filter". The third primary event rectangle is labeled "Ship underway for sea trials - console energized" and it is pointed to by two ovals, one of which is labeled "No filter maintenance by U.S.N.", and the other of which is labeled "No filter maintenance by shipyard". The fourth primary event rectangle is labeled "Console Overtemp Light illuminates", and it has no ovals pointing to it. The fifth and last primary event rectangle is labeled "Operator misses indication", and it is pointed to by an oval labeled "Training not Adequate". Finally, this points to the end event circle, which is labeled "RADAR Console Overheats".

Examine a Corrective Action Plan Knowledge Review

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Based on your examination of the Corrective Action Plan, which Corrective Action (CA) did Acme Company list for the contributing cause labeled: After installation, the console filter trapped 12 months' worth of shipyard and construction dust?

- Supplier is studying measure to add OVERTEMP audio alarm as a redundant measure
- Supplier will add filter cleaning warning to console On/Off switch and delivery instructions
- Supplier will add a step to the delivery instructions to ensure filter is maintained
- Supplier will petition program office for console tech assist prior to light off and acceptance

[Check Answer](#)

The best answer is the Corrective Action listed as - **Supplier will add filter cleaning warning to console On/Off switch and delivery instructions.**



Examine a Corrective Action Plan Summary

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Will every Corrective Action Plan contain a Cause and Event Factor Chart for me to examine?



No. It is not likely that your suppliers will provide such a chart. Yet, it is still a good training exercise for you to follow. Besides, as an exercise, you may wish to create your own chart based on the Corrective Actions in a supplier's plan.

Remember, your supervisor can task you with performing a local Root Cause Analysis on an interoffice problem.

Be prepared.

Long Description

The mentor and the DCMA specialist continue their conversation. The DCMA specialist asks, "Will every Corrective Action Plan contain a Cause and Event Factor Chart for me to examine?" The mentor replies, "No. It is not likely that your suppliers will provide such a chart. Yet, it is still a good training exercise for you to follow. Besides, as an exercise, you may wish to create your own chart based on the Corrective Actions in a supplier's plan. Remember, your supervisor can task you with performing a local Root Cause Analysis on an interoffice problem. Be prepared."

Lesson Completion

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