



CAR SEVEN-STEP REPORTING FORM

Supplier:		SoundOff Signal Contact	
CAR No:		Contact Name:	
Part Number:		Phone Number:	
Part Name:	Rev:	Submission Date:	
Contact Name:		Fax Number: 616.896.1226	
Phone Number:		E-mail:	
Fax Number:		Comments:	
E-mail:			

STEP 1 – IDENTIFY THE PROBLEM

STEP 2 – DETERMINE POSSIBLE CAUSES AND RANK IMPORTANCE
(Report the ranked causes)

STEP 3 – TAKE SHORT TERM ACTION
(Report all short-term actions)

Date Started: Date Completed: Responsible Person:



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STEP 4 – GATHER DATA AND DESIGN TEST OF CAUSES (Report all tests developed and findings)

Target Completion Date: Actual Completion Date: Responsible Person:

STEP 5 – CONDUCT TEST / ANALYZE DATA / SELECT SOLUTIONS / IDENTIFY ROOT CAUSE (S)

Target Completion Date: Actual Completion Date: Responsible Person:

STEP 6 – PLAN AND IMPLEMENT PERMANENT SOLUTION: (Describe implementation of the plan)

Target Completion Date: Actual Completion Date: Responsible Person:



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STEP 7 – MEASURE AND EVALUATE FOR CONTINUOUS IMPROVEMENT; RECOGNIZE THE TEAM (Provide evidence that corrective actions were effective and describe other prevention measures taken)

Process Control Plan Updated

Yes No Not Applicable

Procedures / Work Instructions / Practices Updated

Yes No Not Applicable

Engineering Documentation Modified

Yes No Not Applicable

Training Plan Modified

Yes No Not Applicable

Training Performed

Yes No Not Applicable

Target Completion Date:

Actual Completion Date:

Responsible Person:



Instructions for completing the CAR SEVEN-STEP REPORTING FORM

Step 1 Identify the Problem: Describe the problem in terms of what?, where?, when?, how big?. Continue to ask WHY? Until you get to the real base problem. Determine what the problem IS and what the problem IS NOT.

Step 2 Determine Possible Causes and Rank Importance: Root Cause is determined by identifying differences between the IS & IS NOT parameters of the problem description. Determine changes which have occurred and evaluate if the change could explain why only the IS occurred and why the IS NOT never occurred. Both occurrence and escape should be addressed. What went wrong to allow the problem to occur? What went wrong to allow the problem to pass undetected through the process?

a. **Verification:** Describe the test made to verify the root cause. Can the defect be made to come and go?

Step 3 Short Term Corrective Action and Effective Date: Determine corrective action to address the cause. Identify the actual or target date for the permanent corrective action.

a. **Verification:** Describe the test made to ensure that the corrective action totally eliminated the defect associated with the root cause. Describe steps taken to detect any undesirable side effects.

Step 4 Gather Data and Design Test of Causes: Describe the controls used to ensure the corrective action remains in place and is successful.

Step 5 Conduct Test/Analyze Data/Identify Root Cause: Identify what systems, practices, and procedures allowed the problem to occur. Describe the revisions made to practices, policies, and procedures.

Step 6 Plan and Implement Permanent Solution: Describe the revisions made to practices, policies, and procedures and how they are implemented.

Step 7 Measure and Evaluate for Continuous Improvement: Provide evidence that corrective actions were effective.