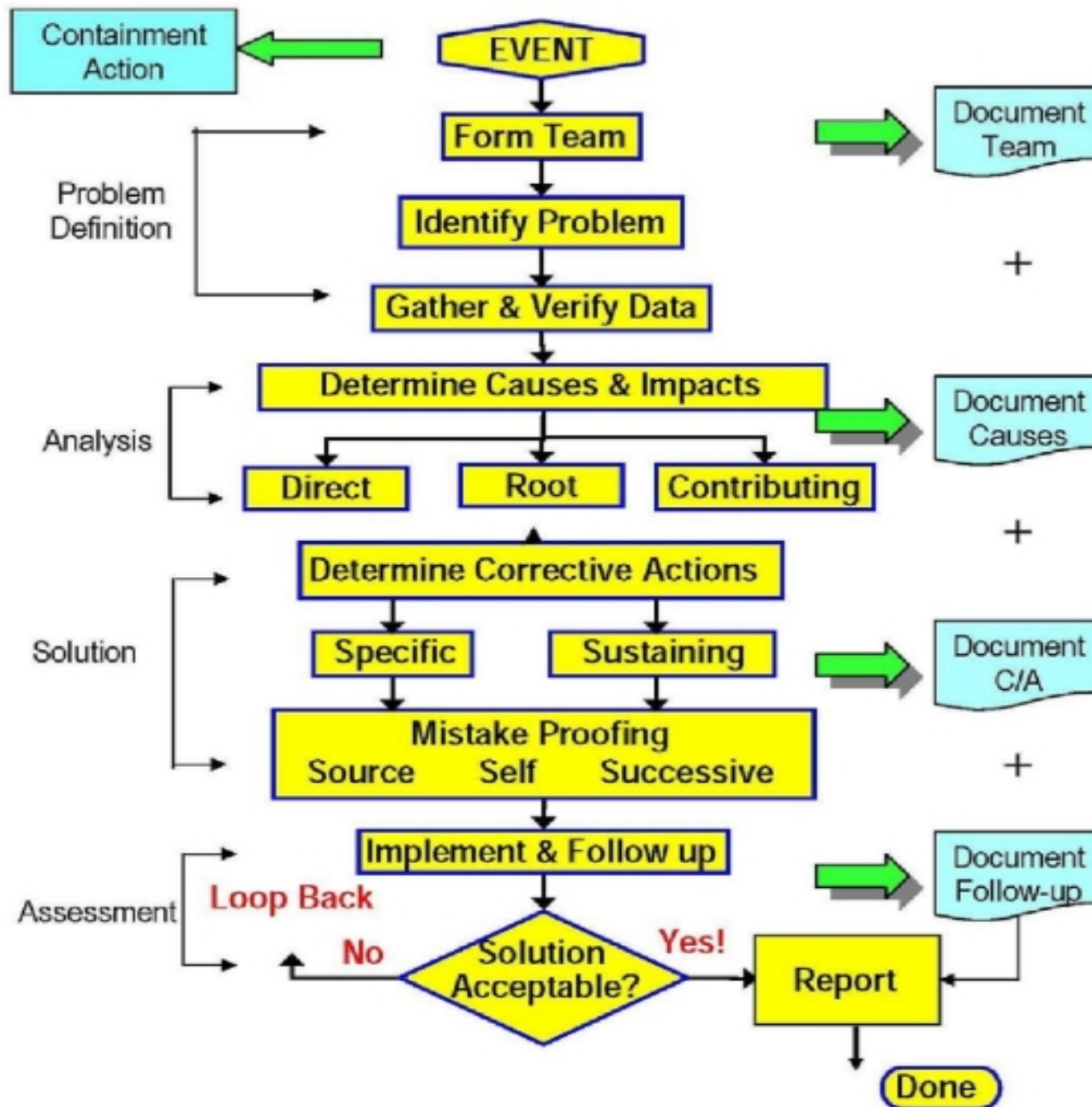


RCCA Process



RCCA Requirements

AS9100 and AC7004 require:

1. Establishment and maintenance of documented procedures for implementing corrective and preventive action.
2. Corrective or preventive action taken to eliminate the causes of actual or potential nonconformities to a degree appropriate to the magnitude of the problems and commensurate with the risks encountered.
3. Implementation and recording of changes to the documented procedures resulting from corrective and preventive action. Effective handling of customer complaints and reports of product nonconformities.
4. Investigation of the cause of nonconformities relating to product, process and quality system, and recording the results of the investigation.
5. Determination of the corrective action needed to eliminate the cause of nonconformities.
6. Application of controls to ensure that corrective action is taken and that it is effective.

RCCA Requirements

Nonconformity and Corrective Action (ISO/DIS 9001:2015 requirements in Clause 10.2)

10.2 Nonconformity and Corrective Action

10.2.1

1. When a nonconformity occurs, including those arising from complaints, the organization must react to the nonconformity, and as applicable, take action to control and correct it, as well as, deal with the consequences.
2. In addition, the organization must evaluate the need for action to eliminate the causes of the nonconformity so it does not recur elsewhere. This involves reviewing the nonconformity, determining its causes, and determining if similar nonconformities exist, or could potentially occur.
3. The organization must then implement any action needed, review the effectiveness of any corrective action taken, and make changes to the quality management system, if necessary.
4. The corrective actions must be appropriate to the effects of the nonconformities encountered.

10.2.2

1. The organization must “retain” documented information as evidence of the nature of the nonconformities and any subsequent actions taken, as well as, evidence of the results of any corrective action.

RCCA - Types of Cause

Causes

Direct Cause: The cause that directly resulted in an event. (The first cause in the chain.)

This is the answer to your first question (your problem statement).

Contributing Cause: The cause that contributed to an event but, by itself, would not have caused the event (The causes after the direct cause).

Note: For a simple problem there may not be any contributing causes.

Root Cause: The fundamental reason for an event, which if corrected, would prevent recurrence (The last cause in the chain).

RCCA - Types of Action

Actions

Corrective Action is a reactive process to address concerns or issues after they have occurred. It assumes that a non-conformance or problem has been identified and has been reported by employees of the organisation or by customers or other interested parties / stakeholders.

Preventive Action is a proactive process and is initiated to stop a potential problem from occurring or from becoming too severe. Preventive action focuses on identifying negative trends & addressing them before they become significant.