

General Information:

Plan number: **a tracking number provided by Cotta** Date opened: **9/1/09** Date closed: **tbd**
 Plan last edited: **9/1/09**
 Containment plan due: **9/3/09** Date submitted: **9/5/09**
 Full plan due: **9/10/09** Date submitted: **tbd** Submitted to: **Customer Employee Name**
 Phone: **(608) 368-5600**

1. Team:

Leader: **John Doe - Supervisor** Contact phone number: **(555) 555-5555** Contact e-mail: **jd@jms.com**

Members: **Jim Doe - Quality Inspector, Janice Doe - Machine Operator, Sarah - Programmer and Fixture Designer**

2. Concern:

- a. Description of risk: **Datum C bore position was produced .005" out of tolerance.**
- b. Calculated exposure: **2 total pieces are at risk of a 5 piece order (40% of order)**
- c. Inventory at risk:

Item	Risk Quantity	Current Location	Destination	Expected Arrival	Confirmed Quantity	Return Auth.
0630156F	1	Supplier	On Hold	TBD	1	N/A
0630156F	1	Customer	Supplier	9/2/09	tbd	R001

3. Interim Containment Plan:

- a. Considerations:
 - Customer's stock is at risk
 - Raw material is at risk
 - WIP is at risk
 - Inbound or transit freight is at risk
 - Reworked parts will be uniquely identified by the following means: **Any parts approved for repaired will be metal stamped .125" high characters on the outside of the case by the cast logo with "R".**
 - Additional customers, suppliers, and/or employees should be notified of the concern, including the following: **Supplier shipping and receiving personnel have been notified to include deviation paperwork authorizing shipment and of special attention requirements to be added to any packing list. 3rd shift operator will be notified at shift start of setup issue.**

b. Assigned actions:

Target Date	Task Assigned to	Task Description	Task Duration	Task Status	Status Date
9/4/09	Jim	Inspect returned part upon arrival	30 min	assigned	9/4/09
9/1/09	Jim	Tag and quarantine nonconforming material	15 min	complete	9/1/09
9/1/09	John	prepare and forward deviation request to customer for review	5 min	complete	9/1/09

9/1/09	John	Notify 3 rd shift of concern	2 min	assigned	9/1/09
9/1/09	Jim	Inspect the 2 nd production part for concern	30 min	complete	9/1/09

c. Containment comments / results:

The parts queued for the CMM will be held up awaiting the arrival of the part returning from the customer. If the part will not arrive by 9/2/09, please advise supplier not to hold equipment. The 2nd production part was tested for concern and passed.

4. Root Cause:

- The root cause of the concern was determined using the **fishbone** method; the cause for the concern is **the part was too loose in the clamps and moved during machining because the minimum required fixture clamping pressure was not known.**
- The root cause of the escape was determined using the **5-why** method; the cause for the escape is **the current process control plan includes setup part 1st piece inspection for this condition only and the 3rd and 4th parts were not inspected as a result; the current process does not include error proofing and allows the condition to pass through unidentified.**

5. Corrective Actions:

- a. These actions are assigned to address the root cause for the concern & the escape:

Target Date	Task Assigned to	Task Description	Task Duration	Task Status	Status Date
9/15/09	Sarah	Redesign fixture for hydraulic clamping	5 hrs	hold	9/2/09
9/20/09	John	Establish torque pressure required	1 hr	complete	9/2/09
9/2/09	Jim	Provide torque wrench to operator	10 min	complete	9/2/09
9/2/09	Jim	Provide in process reference check instructions to operators, using caliper	15 min	complete	9/2/09
9/20/09	John	Upgrade fixture clamps in tool room	16 hrs	assigned	9/2/09

- b. Corrective action comments / results:

24" Caliper issued to machine. Jack was trained to do inspection and asked to train other operators.

6. Verification Actions:

- a. These actions are assigned to verify the effectiveness of the actions taken and the elimination of the root causes:

Target Date	Task Assigned to	Task Description	Task Duration	Task Status	Status Date
9/3/09	Jim	Verify reference inspection is occurring, reviewing associated records and observing test	15 min	assigned	9/3/09
9/20/09	John	Use load cell to verify clamping pressure on new hydraulic fixture	45 min	hold	9/5/09
12/1/09	Janice	Review job records to verify problem hasn't reoccurred	20 minutes	assigned	9/5/09
9/15/09	Jim	100% inspect next order for verification of hydraulic clamp effectiveness	5 hours	hold	9/5/09

- b. Verification action comments / results:

7. Preventive Actions:

a. These actions are assigned to prevent similar problems in areas not yet affected:

Target Date	Task Assigned to	Task Description	Task Duration	Task Status	Status Date
9/20/09	Sarah	Train operators on new fixture function	30 min	assigned	9/5/09
9/25/09	John	Identify other items with same risk	10 min	assigned	9/5/09
9/30/09	Sarah	Incorporate fixture upgrades for similar items	20 hours	hold	9/5/09
9/10/09	John	Determine torque requirements for similar items and update job instructions	2 hours	assigned	9/5/09

b. Preventive action comments / results:

Training to be documented, recorded, and on record in employee files

8. Acknowledgement:

- a. The success of this team has been acknowledged by the following means: **Each team member will receive a \$20 gas card upon verification of plan effectiveness in appreciation of their efforts and for eliminating the potential for future waste.**
- b. The team would like to pay special thanks to the following for their efforts: **Thanks to Jack for helping this team and training all operators.**