EVALUATION REQUEST / ACTION REQUEST

Step 1. Submitter's Information

Payroll Number:		Competency Code:	
Submitter's Name:		Shop Number:	
Submitter's Supervisor:		Phone #:	

Step 2. Evaluation Request (ER) Information

Serial Number:		Date of Observation:	
Date Created:		Building:	
Time of Observation:		Concern Type: (Circle One) Quality Environmental Safety FOD OOT	
Detailed Location of Concerned:		Shop/Dept noted in:	

Description/Location:

Description of Concerned:

ER Reviewer Name:	Date Reviewed:

Disapproved Reason:

ER Reviewer's Comments/Justification:

Step 3. E/R Investigation

Observation Time:		Investigator/Originator:			
Observation Date:		Investigator Shop:		HAZARDOUS (Circle)	Yes No:
Create Date:		Subject Group:	RAC: Circle one) 1 2 3 4 5		
Position on Frame:					
Damage (Circle) YES NO	Bureau Number:		Engine Serial:		
Action Area Competency		Point of Contact:			

Description of Hazard of/Concern:

Person Notified:

Bachground:

Standard Violated/Findings

Objective Evidence:	Objective Evidence Attachment: (Circle) YES NO

Conclusions:

Recommendations:

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Step 4. **ACTION REQUEST (AR) INFORMATION**

Serial Number:		Concern Type:		AR Type (Circle one)	Corrective	Preventive	
AR Originator:		AR Originator's Supervisor:					
AR Originator's Shop:		Audit Type:		Audit Number:			
AR Date Created:		RAC		Action Shop:		DWO	
Subject Group:		Issue Discussed					

A. Interim Controls e.g. (Work Orders/Purchase Request and Date as Appropriate)

B. Root Cause Analysis: (Use Step 5 below)

C. Solution to Prevent Reoccurrence / Project Description

D. Analysis of the Solution on the Effect of Product / Process

Step 5. **ROOT CAUSE ANALYSIS (RCA)**

5.a. PROBLEM / EVENT

Is this event the result of?
Product Failure/ Audit Finding/ Mishap/Customer Complaint / Other/ Quality Escape/ DWO

Description:

When Discovered?

Where Discovered?

What was Affected?

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5.B. DEFINE SIPOC

Who are the suppliers for our product or service? How capable are they in meeting our process requirements?		What must my suppliers provide to my process to meet my needs?		Determine the start and end points of the process associated with the problem and the major steps in the process.		What is the most appropriate and point for the process? What product or service does the process deliver to the customer?		Who are the customers for our product or service? What are their requirements for performance?	
Suppliers		**Input**		**Process (High Level)** List Operation or Activity		**Output**		**Customers**	
1		**1**		**1**		**1**		**1**	
		2		**2**				**2**	
		3		**3**		**2**		**1**	
2		**1**		**4**				**2**	
		2		**5**		**3**		**1**	
		3		**6**				**2**	
3		**1**		**7**		**4**		**1**	
		2		**8**				**2**	
		3		**9**		**5**		**1**	
4		**1**		**10**				**2**	
		2		**11**		**6**		**1**	
		3		**12**				**2**	

Diagram the Operations or Activities as a Flow Chart

5.c. MEASURE

Identify/ Form a team - Utilize all areas of expertise necessary. State "who cares?" - Stakeholders/shareholders who will benefit from fixing this. List names.

Lead: _____

Use your IQT:

- ☐ Engineering _____
- ☐ QA _____
- ☐ Production _____
- ☐ Business Office _____
- ☐ Safety _____
- ☐ Environmental _____
- ☐ Materials (DLA) _____
- ☐ Other _____

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What kind of data will be used to determine what to analyze? - Data Collection, Value Stream Maps, Control Charts

INPUT METRICS	INPUT METRICS	
Accuracy of database info Staff expertise System up-time System Effectiveness Accuracy of Documentation Planned TAT Number of personnel	Rework % at each step Number of process steps Time to complete task (touch time) Delays in process Capacity	Documentation accuracy Cost Defects Customer Feedback on time delivery

5.d. ANALYSIS - Determine the causes - NOT WHO DID IT, BUT WHY DID IT HAPPEN?

Choose a cause chain to utilize (A, B, C or any combination of them).

5.d.1. <u>5 Why's Method</u>

Why did this Happen?

(1) _____

Why did (1) happen?

(2) _____

Why did (2) happen?

(3) _____

Why did (3) happen?

(4) _____

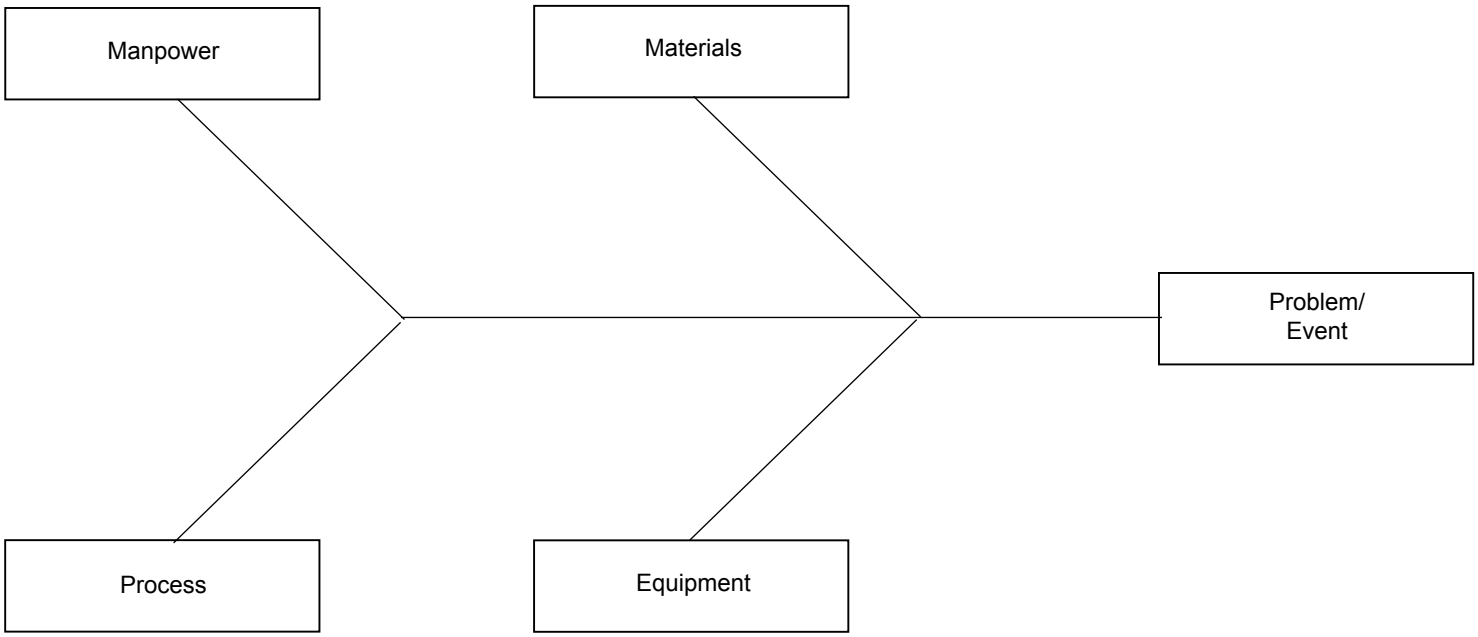
Why did (4) happen?

Root Cause (5) _____

The last cause in the process is the Root Cause of the problem.

EVALUATION REQUEST / ACTION REQUEST

5.d.2. Fishbone Method



List the Major Causes of the Problem

1. _____

2. _____

3. _____

5.d.3 Human Factors

Management Conditions	Organizational Supervisory	Inadequate Process Inadequate Supervision Supervisory Misconduct	Inadequate Documentation Inappropriate Operations	Inadequate Design Uncorrected Problem
Maintainer Conditions	Medical Crew Coordination Readiness	Mental State Communication Flexibility Training Preparation	Physical State Assertiveness Certification/ Qualification	Limitation Adaptability/ Infringement
Working Conditions	Environmental Equipment Workspace	Lighting/Light Exposure Damaged/ Un-serviced Confining	Weather Unavailable/ Dated/ Inappropriate Onstructede	Environmental Hazards Inaccessible uncertified
Maintainer Acts	Error Violation	Attention/Memory Skill/Technique Routine Flagrant	Judgement Decision Making Infraction	Knowledge/ Rule Based Exceptional

List the Narrowed Down Human Factors from the Chart (pick from 1st Order, 2nd Order and 3rd Order as necessary)

_____

_____

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5.e. IMPROVE- Determine the Detailed **Corrective Action Plan from the Root Cause**

5.e.1 IMMEDIATE ACTION: Immediate action taken to prevent the event from recurring.

Step	Action Implemented	Who is Responsible for Performing the Action?	Who is Accountable for the Action?	who needs to be Consulted?	Who should be Informed on Completion?	Estimated Completion Date
1						
2						
3						

5.e.2 INTERIM ACTION: Interim controls to allow the operation/function to cintinue while minimizing the risk until the permanent solution can be implemented.

Step	Action Implemented	Who is Responsible for Performing the Action?	Who is Accountable for the Action?	who needs to be Consulted?	Who should be Informed on Completion?	Estimated Completion Date
1						
2						
3						

5.e.3 SOLUTION TO PREVENT RECURRENCE: Comprehensive action taken against the root causes to completely prevent the event from happening again (Substantiate using Control Plans).

Step	Action Implemented	Who is Responsible for Performing the Action?	Who is Accountable for the Action?	who needs to be Consulted?	Who should be Informed on Completion?	Estimated Completion Date
1						
2						
3						

All actions should link directly back to the Root Cause listed in #5.d.2

Enter Root Cause Analysis Conclusion - (Enter in Block 4.B Also)

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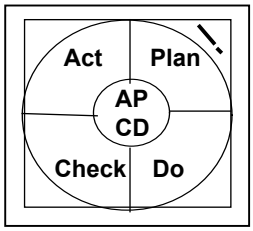
5.f. CONTROL: The solution is implemented and the process is in control. Follow Up to verify action plan has been effective. Close the loop/check the plan back to the event. The Control Plan is a guide to help maintain the action plan and may contain these characteristics.



Flow diagram, Graphs, Charts (Does the new/implemented process flow accurately represent the process and is it efficient and flexible if a change needed to be made).

Before and After Results (did you reexamined each step and compare whether or not the process was enhanced)?

Reaction Plans for Actions not in Control: (Is there a contingency plan in place if part of the new process shifts to a nonconformance)?

Process Performance Reviews (Will it be measured to verify compliance and by whom)?

Can be adjusted as Necessary (If a process shifts, can you detect it and react to it)?

Likely to Prevent Reoccurrence (Have you eliminated the main restraining causes that are likely to cause a nonconformance)?

Improvements Resulted in Positive ROI Does the solution implemented provide positive (quantitative) results)?

Replicated in other Areas/Improvement Viewed Systematically (Can the solution(s) be' possibly implemented in the other area)?

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Step 6. ACTION AREA APPROVAL INFORMATION

Approved By:		**Approved Date:**		**ECD:**	

Step 7. AR ORIGINATOR APPROVAL INFORMATION

AR Originator:		**Date:**	

If Action Plan has been rejected, provide reason below: **Approved: (Circle)** **Yes** **No**

Insufficient A: (Explain)

Insufficient B: (Explain)

Insufficient C: (Explain)

Insufficient D: (Explain)

Step 8. ACTION PLAN FOLLOW-UP INFORMATION

Follow Up Date:		**Issue Discussed with:**	
AP Completion Date:		**Follow-up Conducted by:**	