

Step 5 – Verification Action Planning Checklist

Consider the process used at your organization for corrective action verification:

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1. Which of the following solution types are common in your work group? Think of different kinds of failures that could be solved with new or updated countermeasures:

- processes and systems
- procedures (step by step)
- measurements
- testing or observation
- equipment or materials
- training
- maintenance routines
- design

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2. Consider a recently implemented corrective action – did it pass testing?

- a. Confirm the failure has been eliminated
- b. Check other related systems for any new problems
- c. Monitor the countermeasure(s) for a suitable period of time
- d. Implement any adjustments and redo testing
- e. Update records (like SOPs) and PM schedules to spot any unintended consequences

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3. If a corrective action failed testing, what next steps would you recommend?

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4. List at least 5 costs (investments) and 5 benefits (returns) from a recent corrective action implementation.