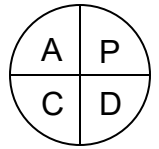


3C PROBLEM SOLVING RECORD



| | | | | | |
|---|---------------------------------|--------------------------------------|--|------------------------|----------------------|
| Originator: | | RTA Location: | | 3C Ref: | |
| 3C Owner | | Company & Address: | | Date 3C Issued: | |
| | | | | | |
| Product / Batch / Process Affected | Quantity (if applicable) | How was the issue identified? | | | Response Due: |
| | | | | | |

C **Concern:** Describe the problem from the customer's perspective.

C **Cause:** Identify and understand the true root cause or causes of the problem described.

C **Countermeasure:** Document the actions taken to permanently correct the process.

| Action | Owner | Complete |
|--------------|-------------------------------|-------------------------|
| | | |
| | | |
| | | |
| | | |
| Owner | Date to be implemented | Date implemented |

Read across: What products and processes are affected by the problem and/or the solution?

Kaizen Type (Delete as necessary) | **Back to Standard / Raise the Standard / New Standard**

Effectiveness: How will the effectiveness of the countermeasures taken be established?

Additional Action Required: _____ **Escalate to 8D:** YES / NO
Comments / Notes /

Closed by: Signature: _____ Title: _____ Date: _____

NOTE: Effectiveness of the prescribed preventive action will be reviewed during audits and at the annual Management Review Meeting.