

# CORRECTIVE & PREVENTIVE ACTION TRACKING (CAPA)



Identify the Root Cause of Non-Conformities & Implement A  
Permanent Corrective Action Plan

# IDENTIFICATION



Realizing and Defining a Problem is as crucial as solving it.

Hence, to have a robust software system with inbuilt CAPA is a must for organizations.

**The first step is to Identify the problem by asking;**

- Who
- What
- When
- Where
- Why

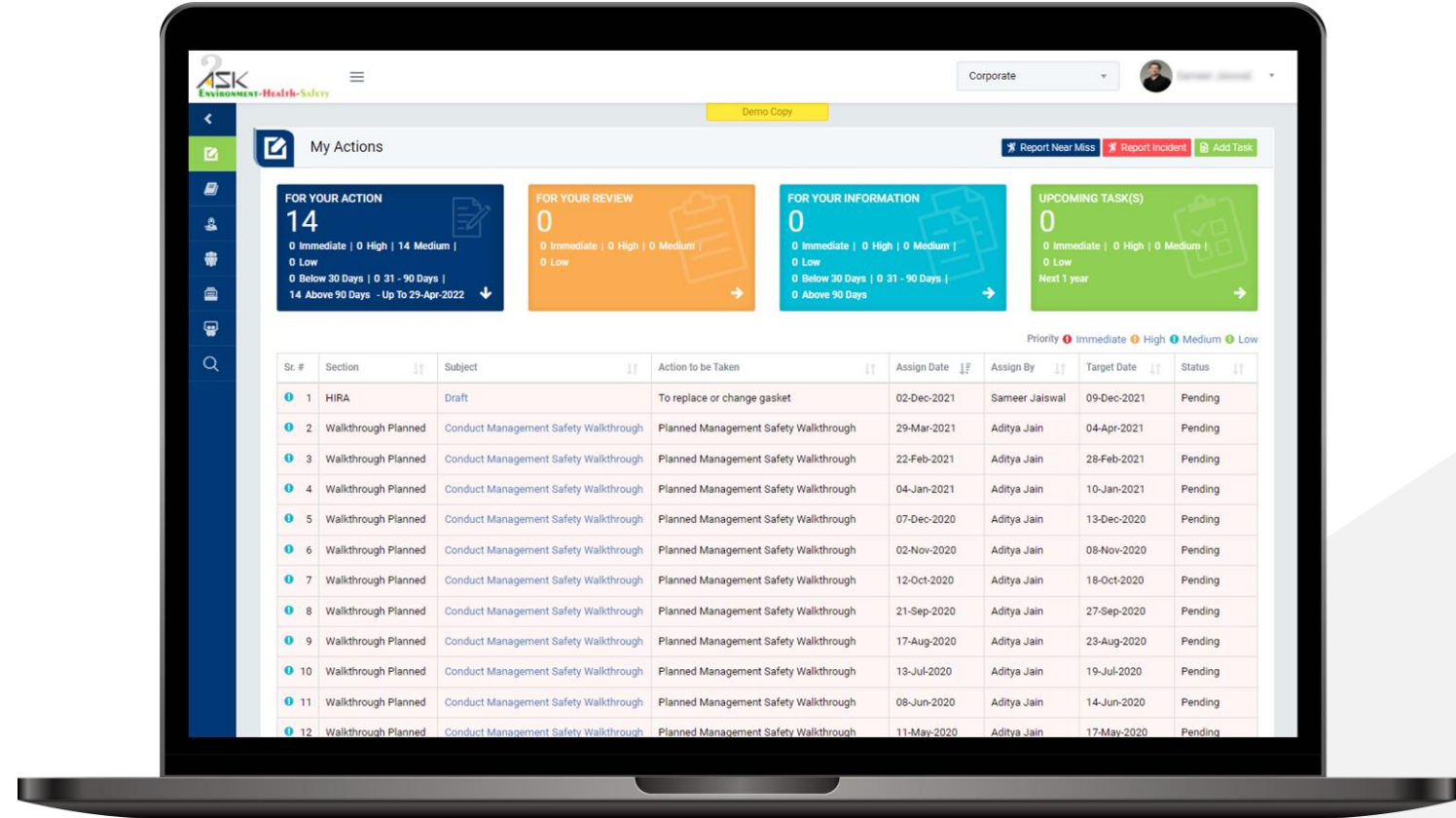
These problems can be the ones which need to be corrected when something went wrong and includes actions to prevent them from happening in the future.

# ACKNOWLEDGEMENT

The robust systems sends alerts/notifications and escalates to related authorities to acknowledge the problem.

**The related authorities are required to;**

- Review the Request
- Determine the level of investigation



# INVESTIGATION



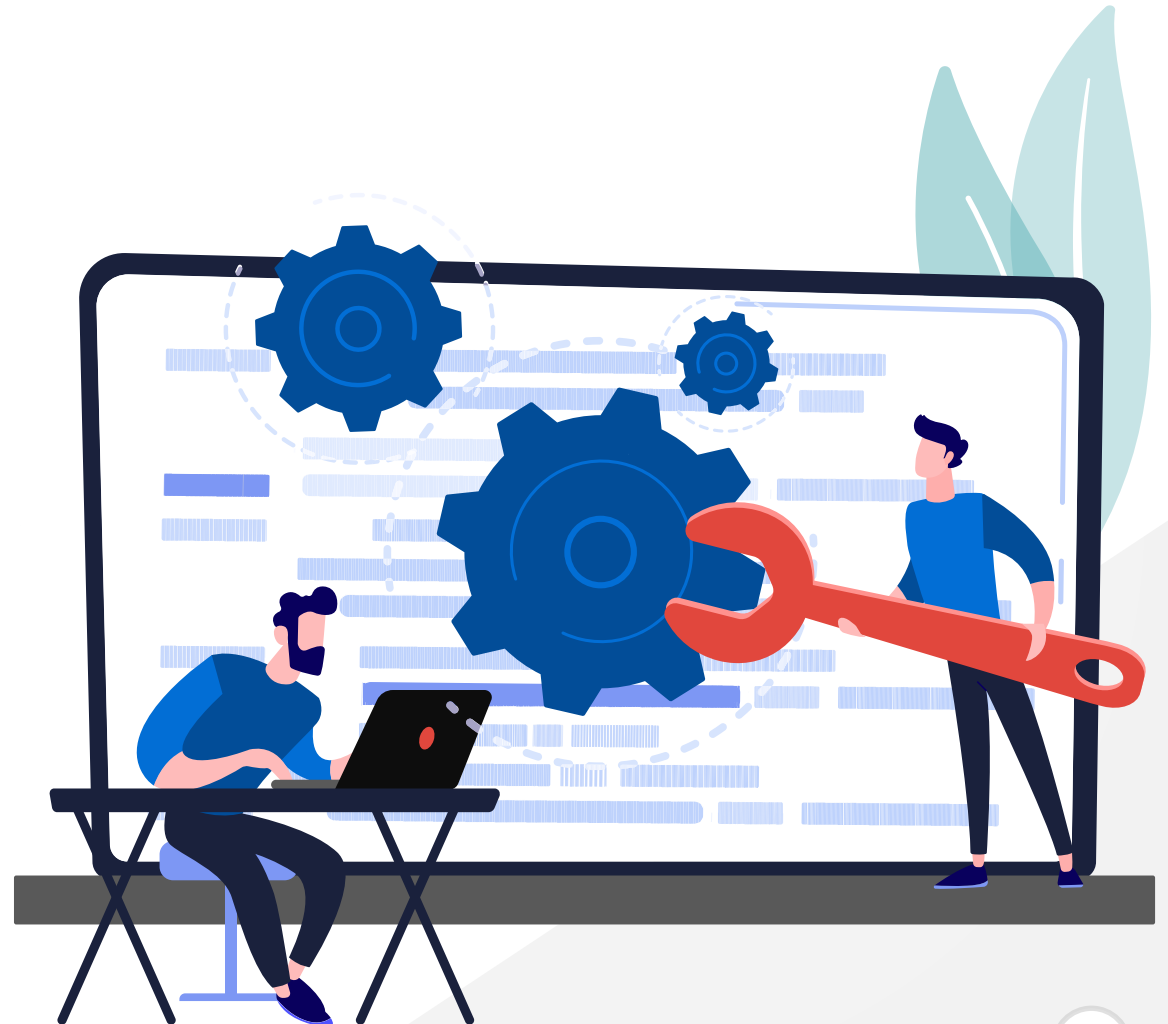
- The reviewers do a comprehensive Root Cause Analysis of the raised issue.
- This step is supported by specific root cause analysis techniques.
- The automated safety system helps them relate and identify the root cause of the problem.
- The investigation goes beyond the symptoms of the issue and identifies all potential root causes of the raised issue.

# IMPLEMENTATION

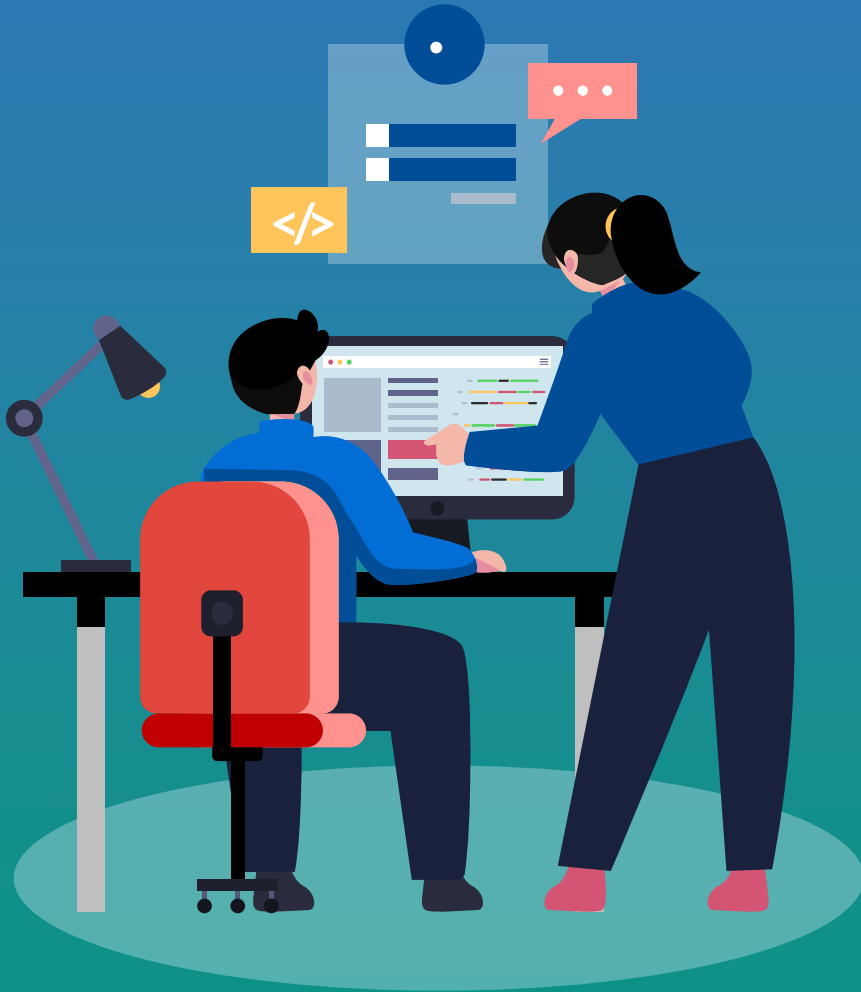
When an issue is observed and communicated, it requires a systematic process of implementation.

## The inbuilt CAPA process helps to;

- Decide whether action plan needs to be corrective or preventive.
- Create and Assign independent tasks for the responsible person.
- Sync efforts & reviews.
- Execute the critical steps in the plan to achieve the desired outcome.



# VALIDATION



The officer in charge needs to go through the action plan critically to ensure all the action were initiated and acted accordingly.

## **The Safety system with inbuilt CAPA assists the officer to;**

- Review every action with precision.
- Brief the team of the changes and implementation of new corrective actions and preventive measures.
- Approve the closure with satisfactory validations and compliances.
- Assurance that the detected conformity is eliminated.

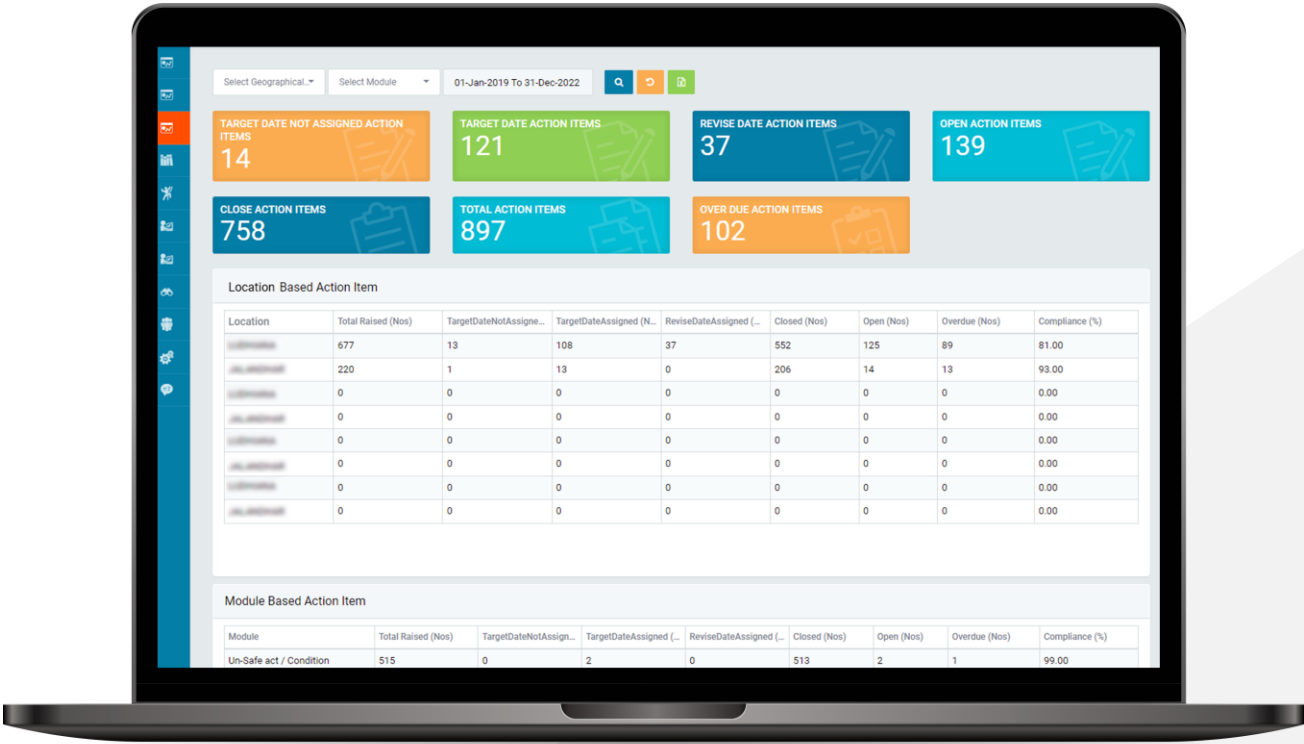
# CLOSURE

This step seals that the action plan was implemented with effectiveness and necessary standards were met.

Herein the system generates a CAPA report with all the supporting documents.

The close-out procedure involves learnings of the actions to ensure the problem does not manifest again.

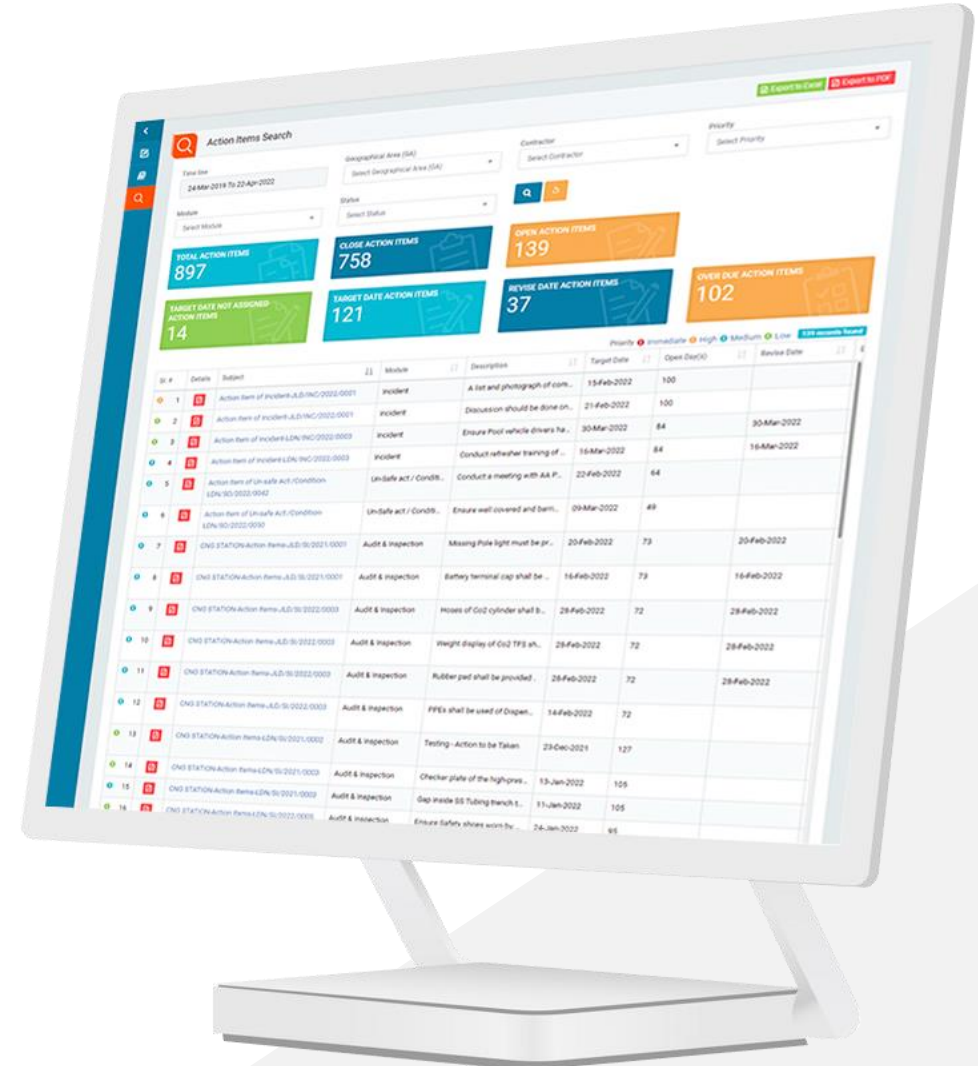
A software based solution for CAPA ensures that the files are archived and saved for future retrieval.





# MONITORING

- A fully integrated CAPA system provides a 360-degree view of the CAPA reports.
- The CAPA system gives a detailed analysis, KPI dashboard and management information reports.
- The system is inbuilt to monitor and provide information about the open, close, active, and in-progress CAPAs.
- This ensures CAPA effectiveness, quality and compliance.





<https://www.ask-ehs.com/software/capa-management-software.html>

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