



FACT SHEET

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EXAMPLE OF A CORRECTIVE ACTION PLAN

For More Information Contact:

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Report # (YYYY - #): 2021-08		
SECTION A: DEVIATION DESCRIPTION		
Date Reported: August 10, 2021		Reported By: Remi Morris (Production Supervisor)
Deviation Description: Metal detection test wands were not detected at the routine verification check completed by the line operator after break at 11:05 AM.		
Check one of the following options:		
Was Product Involved? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Was Product Safety Compromised? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	
If Yes, describe: Yes, product from 9:05 the last good check until 11:05 when the problem was detected and recheck was completed.		
Quantity and Dates Affected: 2 pallets, 70 cases – Production Date: August 10, 2021, between 9:05 AM and 11:05 AM.		
Product Affected was Held: <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO	Date Held: August 10, 2021	Date Released: August 11, 2021
If product wasn't held, explain why:		
Product Disposition: Check which applies and explain.		
<input type="checkbox"/> Product was re-worked:		
<input type="checkbox"/> Product was destroyed:		
<input checked="" type="checkbox"/> Product was put back into stock: Product was passed through the metal detector after regular set-up the next day and passed.		
Completed By: Remi Morris (Production Supervisor)		Date: August 11, 2021
SECTION B: CORRECTIVE ACTION DESCRIPTION (IMMEDIATE CORRECTIVE ACTION)		
Correction (Immediate Corrective Action) Taken: The production line was stopped, product was placed on hold since the last successful metal detector verification check (9:05 AM), and the daily initial set-up was completed on the metal detector. Once the metal detector set-up was successful, the remainder of the product was put through.		
Assigned To: Lola Laffin (Line Operator)		Completion Date: August 10, 2021
Is Preventative Action Required? If Yes, complete remaining sections <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		
SECTION C: PREVENTATIVE ACTION		
Description of Root Cause (Determined using 5 Whys or Fishbone Diagram):		
Why did the metal detector not detect the test wands during the 11:05 AM verification check? The metal detector was not set to the correct setting.		
Why was the metal detector not on the correct setting? During break, the metal detector was unplugged and plugged back in immediately by an employee.		
Why was the metal detector unplugged? The employee was trying to unplug the automatic taping machine to move it to a different production line.		
Why did the employee not put the metal detector on the correct setting? The employee did not know the settings would be affected when unplugged and plugged back in.		
Why did the employee not know the settings would be affected? The Metal Detection SOP used to train the employee does not outline this or to notify the Production Supervisor if power is interrupted.		
Why does the Metal Detection SOP not outline this? This incident never occurred before.		
Preventative Action Taken to Prevent Reoccurrence: Update the Metal Detection SOP to state that if the metal detector is unplugged and plugged back in or any power interruption, the employee must notify the Production Supervisor. This update was communicated to all employees and recorded on a training record. The metal detector and automatic taping machine cords were labelled to prevent accidentally unplugging the metal detector.		
Target Completion Date: August 11, 2021		
Assigned To: Mr. Browning (Quality Control Technician)		Completion Date: August 11, 2021
SECTION D: FOLLOW UP		
Effectiveness Check: Were the corrections and/or corrective actions taken effective at preventing reoccurrence? Check one and provide details. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO		Employees were interviewed by the Production Supervisor to ensure they were aware of the update to the Metal Detection SOP. Training records were verified by the Quality Control Manager
If yes, deviation is considered closed. If no, further corrective action must be taken.		
Completed By: Remi Morris (Production Supervisor)		Date: August 13, 2021
Verified By: Chloe MacDonald (Quality Control Manager)		Date: August 14, 2021