

WHAT ARE CORRECTIVE
ACTIONS?



What Are Corrective Actions?

- **Written directions of what to do in the event of a undesired occurrence**
 - Include:
 - Who, What, When, Where, How and Why of the occurrence
 - Documentation that needs to take place
 - Who's responsible for carrying out C.A.'s and documentation
- **Corrective Actions are a part of written SOPs**
- **Must be available before production begins**



EXAMPLES

Glass Breakage in Facility

- Goal is to carefully remove and dispose of affected product, clean up affected areas and log the issue.
- **THE CORRECTIVE ACTIONS:**
 - ▣ The affected area is contained
 - May want to include a specific radius
 - ▣ All production lines are stopped IMMEDIATELY, if affected
 - ▣ All product and/or packaging materials that were affected or thought to be affected are gathered and discarded

Glass Breakage in Facility



- ❑ The packing line, floors and any other areas are swept/cleaned to remove all glass particles
- ❑ Glass particles are to be disposed of safely
- ❑ Equipment is cleaned and sanitized per SOP
- ❑ Manager(s) and/or supervisor(s) perform a pre-restart inspection of affected areas and equipment.

Glass Breakage in Facility

- Record the incident NUOCA Log (Notice Of Unusual Occurrences And Corrective Actions) and include:
 - Date, time, person completing the record
 - Details including what happened, where, when, who and type of glass item involved
 - Area where glass breakage occurred
 - Details of disposed product including product name(s), amounts and any date coding, confirmation clean and pre-restart inspection details
 - Note any preventative actions to avoid problem occurring again in the future e.g. fabrication changes, re-training, disciplinary actions etc.

Semitrailer Inspection Gone Awry

- A truck drive backs up to the loading dock
- Your employees follow protocol and open the trailer door for a pre-load inspection
- To their shock and horror they find:
 - Coffee grounds
 - Insulation falling down
 - Old pallets with chicken pieces
 - A brown liquid
 - Holes in the trailer
 - The stench of dead animals
 - A very HOT trailer
 - Others???

Semitrailer Inspection Gone Awry

□ **CORRECTIVE ACTIONS:**

- Stop and/or prevent any produce from being loaded on the trailer
- If it is a minor problem, have the driver correct it
 - Hot trailer – Driver to close trailer doors and cool down before loading produce
- If it is a major problem, ask the driver to pull the trailer away from the dock
- Fill out the Trailer Inspection form as usual
 - Indicate the trailer was NOT accepted
 - Detail reasons for rejection
 - Was supplier made aware of the situation

Semitrailer Inspection Gone Awry

- ▣ Depending on the findings, have the driver correct the situation
 - If cleaning must occur, the driver **MUST** provide documentation of certified cleaning
- ▣ If findings prevent trailer from being accepted
 - Have company send a new trailer for the load
- ▣ **This may seem extreme, but *IF* something were to happen the **BUCK STOPS WITH YOU...not the driver****