

Instructions for Completing a Corrective Action Form (ISO-CAR.DOC)

Any AFS-600 employee or contract employee within AFS-600 can initiate a Corrective Action Request (CAR).

Employee or Contractor (initiator):

1. Go to <http://afs600.faa.gov/documents.htm> and download the Corrective Action form.
2. Complete items #1-4 on the form (Name, CAR Source, Problem type and a Description of the problem). If a description of the problem is outlined on a document or email simply attach the paper to the form.
3. Forward the document to your manager.

Manager:

1. Log the CAR with the Management Representative or Quality Control Officer.
2. Take action on the CAR or assign it to an individual or team.
3. Assign an appropriate due date for the each specific CAR.
4. Make sure that items #5-11 are completed at the Branch before forwarding to the Management Rep or Quality Officer.
5. Provide CAR resolution information back to branch employees.

ISO Management Representative/Quality Control Officer:

1. Maintain the CAR spreadsheet. (Quality Control Officer).
2. Ensure that resolution and due dates are appropriate.
3. Analyze CAR data for trends (repeat problems?).
4. Verify the effectiveness of corrective action directly or through auditors.