CAPA Form

Corrective & preventive action · ISO 9001:2015 clause 10.2

v1.0 · Issued 2026-09-14 · https://www.q-hub.app

https://www.q-hub.app/t/cp1

HOW TO USE THIS

- **Who:** raised by anyone who finds a problem; sections 3 onward are completed by the assigned owner.
- **When:** raise within one working day of the issue being identified. Immediate containment comes before investigation.
- **Evidence:** attach the nonconformity record, audit finding, complaint or measurement that triggered this, with its reference.
- **Closing it:** a CAPA is not closed when the action is done. It is closed when the effectiveness check in section 6 has passed.

1. Identification

CAPA REFERENCE

DATE RAISED

RAISED BY

ASSIGNED OWNER

Type

☐ Corrective (problem has occurred) ☐ Preventive (problem could occur)

Source

☐ Internal audit ☐ External audit ☐ Customer complaint ☐ Nonconforming output
☐ Incident / near miss ☐ Supplier issue ☐ Management review ☐ Other

SOURCE REFERENCE (AUDIT NO., COMPLAINT NO., NCR NO.)

2. Description of the problem

State what happened, where, when and how it was detected. Facts and quantities only; causes belong in section 4.

PRODUCT / PROCESS / SERVICE AFFECTED

QUANTITY OR EXTENT AFFECTED

3. Immediate action and containment

What was done straight away to control the effect and stop it reaching anyone else. Clause 10.2 asks for this before cause analysis.

ACTION TAKEN BY

DATE

IS ANY NONCONFORMING OUTPUT QUARANTINED?

4. Cause analysis

Determine why it happened, and whether the same cause could produce problems elsewhere. Use whichever analysis method your organisation has adopted and record the conclusion here.

What was investigated, and what did the evidence show?

Root cause concluded

Could this cause affect other products, processes or sites?

☐ No ☐ Yes — describe the extent and what it means for scope below

5. Action plan

Actions that remove the cause, not ones that only fix the symptom. Each needs a named owner and a date.

NO.	ACTION	OWNER	DUE	COMPLETED
1				
2				
3				
4				
5				
6				

Documents, training or process changes needed

6. Effectiveness verification

The step clause 10.2 asks for and most forms omit. Set the check date when the last action completes, then verify against evidence, not opinion. If it has not worked, reopen rather than close.

VERIFICATION DUE DATE	VERIFIED BY	DATE VERIFIED

What evidence was checked, and over what period?

Outcome

☐ Effective — cause removed, no recurrence in the period checked
☐ Not effective — reopen and return to section 4

Were risks and opportunities updated as a result? (clause 6.1)

☐ Not required ☐ Yes — reference:

SIGN-OFF

CAPA OWNER	SIGNATURE	DATE

APPROVED TO CLOSE BY	SIGNATURE	DATE CLOSED

Q-Hub templates are a starting point, not certification advice. Check the current version of the standard and adapt to your own processes. Q-Hub is not a certification body.

Q-Hub is a trading name of Intelligent Quality Ltd. Office 7 Castlegate Business Park, Caldicot, Wales, NP26 5AD. info@q-hub.co.uk · +44 117 244 7077