



# ASQ CRE Prep course

Lesson VII. B. 2.

Preventive and  
Corrective Action

# Action Procedure Process

**Assign responsibility**

**Determine importance**

**Determine possible  
causes**

**Problem Analysis**

**Preventative action**

**Check effectiveness**



# Short Term Containment

**Detection**

**Segregation**

**Disposition**





# Long Term Action

**Build the team**

**Investigation**

**Define the problem**

**Define objectives**

**Problem solving**

**Act to resolve root causes**

**Verify resolution effective**

**Report results (celebrate)**



What do you  
learn from a  
failure?



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Lesson VII. B. 3.

Measures of Effectiveness