



CHUAN SIN SDN. BHD.
CORRECTIVE ACTION REPORT (CAR)

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Case No :

Date : 30/11/2023

Type (Internal) :

Audit Material Final Product In Process Other: _____

Type (External) :

Audit Customer Feedback External Provider Other: _____

Description of Nonconformity / Information:

Loading Date: 29/11/2023
Customer: Wonder F&B Supplies Sdn Bhd
Truck No.: PLN2438(TP9755)
Driver Name: KANNAN A/L SAMYKANNEN
IC No.: 690412025003

In reference to above truck and trailer information, this driver did not co-operate and behave rude to customer. Wonder F&B can allow drive inside their warehouse to make a U-turn and the warehouse manager was asking the driver to make a U-turn to went out the premises, but the driver kept drove backward to went out the premises. This may cause accident due the lane of Wonder F&B is narrow. The driver was jammed at the corner and the owner of Wonder was ask the driver to drive inside again and make a U-turn, but the driver is being rude to the owner of Wonder F&B. Wonder F&B dissatisfied this driver's behaviour and suspend this driver to load/offload goods at Wonder F&B for future shipments, effective 01/12/2023.

INVESTIGATION

Root Causes Analysis -

(Please answer at least until 3rd Why):

1st Why: Why did we have the problem/defect mentioned above?

Answer: Driver first time deliver to Wonder

2nd Why: Why answer of "1st Why" happened?

Answer: Not familiar with the place

3rd Why: Why answer of "2nd Why" happened?

Answer: Misunderstood instruction from staff

4th Why: Why answer of "3rd Why" happened?

Answer:

5th Why: Why answer of "4th Why" happened?

Answer:

Escape Point Analysis (Required Analysis: Yes No)

(Please answer at least until 3rd Why):

1st Why: Why did we have the problem/defect mentioned above?

Answer: Security guard to check if driver first time enter premise

2nd Why: Why answer of "1st Why" happened?

Answer: Security guard to inform ~~a~~ new driver of traffic flow

3rd Why: Why answer of "2nd Why" happened?

Answer: To provide signboard of traffic flow to avoid misunderstanding

4th Why: Why answer of "3rd Why" happened?

Answer:

ACTION TAKEN:

Action Plan	Description	PIC	HOD / Section Head	Target Completion Date	Verification Status
Correction					
Corrective Action (relevant to final 'Why' answer above)					

*** Please send us action plan status (such as document or photo) before and after action done for our verification purpose if applicable.*

REMARKS:

Verification of Action Plan and CAR Status:

Effective and Closed

(Action done and no repeated case observed upon 1 month of action done / new delivery)

Not Effective and Not Closed

New CAR number:

(Action done but observed repeated case upon 1 month of action done / new delivery - State Reason)

Followed up by:

Date: