



DISCREPANCY REPORT DEFINITIONS / DESCRIPTION

A “Discrepancy” in this case is when employee output or behavior does not meet the written or implied standard. The purpose of the Discrepancy Report is not only to document a discrepancy but to find the Root Cause of the Discrepancy and take whatever Corrective Action is necessary to eliminate it.

A Discrepancy Report will result in one of three things. It can result in a **CORRECTIVE ACTION REQUEST**, A **VERBAL WARNING**, a **WRITTEN WARNING** or **TERMINATION NOTICE**.

CORRECTIVE ACTION REQUEST: Not all Discrepancies are disciplinary issues. Non-Disciplinary Discrepancy Reports are really a CAR or Corrective Action Request.

VERBAL WARNING: Usually a first offense will result in a verbal warning. A verbal warning must be documented by the Supervisor but not necessarily reported. The verbal warning must be sent to Joe Castro to be kept on file should a repeat offense occur. Verbal warnings will not be forwarded to Human Resources.

WRITTEN WARNING: Serious or repeated offenses will usually result in a written warning. A written warning must be documented and forwarded to Human Resources to be placed in the employee’s file.

TERMINATION NOTICE: This is a discrepancy that is severe or repetitious enough to result in termination.

REQUIRED INPUT

The Discrepancy Report form requires some input by the Supervisor and some by the employee. Below is a description of some of the required fields.

REQUIREMENT, EXPECTATION, STANDARD (Supervisor to provide)

Supervisor must describe specific written or implied requirement, expectation or standard that was allegedly violated.

DISCREPANCY OR NON-CONFORMANCE (Supervisor to provide)

Supervisor must describe what was done that was interpreted as a violation of a requirement, expectation or standard.

IMPACT (Supervisor to provide)

Supervisor to describe the impact that the alleged violation had or could have on the company and/or employees.

EMPLOYEE RESPONSE (Employee to provide)

If discrepancy is “employee specific”, that employee will be given the opportunity to respond. That employee’s response must be documented. Employee response may or may not lead to further investigation.

ROOT CAUSE (Supervisor to provide)

After looking at all the facts surrounding the alleged discrepancy, the supervisor must try to determine or identify the real or Root Cause of the discrepancy.

CORRECTIVE ACTION (Supervisor to provide)

After considering the Root Cause of the discrepancy the Supervisor must describe the Corrective Action that he feels will be necessary to eliminate the Root Cause of the problem and, theoretically, the potential for any further discrepancies.

CONSEQUENCE OF FURTHER NON-CONFORMANCE

If an employee is guilty of some sort of infraction, it is only fair that the supervisor warn the employee of what the specific consequence of subsequent infractions will be.

DOCUMENTATION / FILING

All Discrepancy Reports must be signed by both the employee and the supervisor.

Verbal Warnings, after being signed by both the employee and the supervisor must be faxed to Joe Castro. They will go no further than this. Mr. Castro will be watching for repeat offenses and/or repeat offenders.

Written Warnings, after being signed by both the employee and the supervisor must be faxed to Cliff Rodgers. Cliff will scan the completed form to the employee's file and forward a scanned copy to Joe Castro. Joe, Cliff and Supervisor will most likely discuss these events. Some offenses may require participation and/or intervention beyond the supervisor level.



DESCREPANCY REPORT FORM

CORRECTIVE ACTION REQUEST VERBAL WARNING WRITTEN WARNING TERMINATION NOTICE

SUPERVISOR NAME:

REPORT DATE:

EMPLOYEE NAME:

REQUIREMENT / EXPECTATION / STANDARD: (what is the requirement?)

DESCREPANCY / NON-CONFORMANCE: (what part of the requirement is not being met?)

IMPACT: (what impact does this discrepancy have the company and/or other employees?)

EMPLOYEE RESPONSE: (what was the employees response to the alleged discrepancy?)

ROOT CAUSE: (what is the Root Cause or real reason for discrepancy?)

CORRECTIVE ACTION: (what can be done to eliminate the Root Cause of the problem?)

CONSEQUENCE OF FUTURE OR FURTHER NON-COMPLIANCE:

✘

Date

AGREE DISAGREE

✘

Date