



SUPPLIER CAPA FORM (Corrective & Preventive Action Plan)

Acknowledgement of NCM/ADR & CAPA Request Due by: 1/2/00					
STEP #1: Acknowledge Receipt, Define Issue	NCM #(s):			Date of ABG Issuance:	
	ADR #(s):			Date of Supplier Response:	
	Supplier:			Full Description of Issue:	
	ABG sku(s):				
	Lot #(s):				
	Trade name:				
ABG PO(s):					
For Internal Use Only					
SQD Assignee:	Supplier Recipient's Email:	Lab OOS #:	Adverse Event #:	Field Complaint #:	CatsWeb CAPA#:
Containment Response Due by: 1/2/00					
STEP #2: Containment <i>Not applicable for ADRs</i>	Describe Containment Actions Taken:				Date
Root Cause (R/C) Determination Due by: 1/7/00					
STEP #3: Determine Root Cause	R/C of Material/Component Defect (include date)			R/C of Quality System Escape Point(s) (include date)	
Which R/C Method(s) were used? <input type="checkbox"/> 5 Why <input type="checkbox"/> Ishikawa <input type="checkbox"/> Kepner-Tregoe <input type="checkbox"/> DOE <input type="checkbox"/> Other (list)					
Corrective Action PLAN Due by: 1/7/00					
STEP #4: Corrective Action(s) <i>Action(s) taken to correct defective material; reduce the rate of failure; reduce the rate of escape</i>	Describe Action(s) Taken			Date	
Preventive Action PLAN Due by: 1/30/00					
STEP #5: Preventive Action(s) <i>Action(s) taken to eliminate the cause(s) of failure and/or escape</i>	Describe Action(s) Taken			Date	
STEP #6: Recognize Team	SUPPLIER TEAM (names, titles):				
	AMWAY TEAM (names, titles):				

For Steps #1 and #2 - Send Responses To:

- Nutrilite Division (excluding Amway NA Buyouts)
nutrilitesqd@amway.com
- Durables, Beauty, Home/Personal Care, ANA Buyouts
Amway.SQD.Ada@amway.com
- EPC (Enterprise Processing Center)
Procurement.us@amway.com
- Gurwitch Products
Quality@GurwitchProducts.com

For Steps #3 - #6, all future contact is dependent on issue type/origin:

- Product Quality NCM's → SQD Scientist
- Arrival Defect Reports (ADR's) - QA Lab → SQD Scientist
- For NCM's & QA Lab ADR's, the Name & Email Address of your assigned SQD Scientist can be found in the Email Message that this CAPA FORM was attached to.*
- Arrival Defect Reports (ADR's) - Warehouse → EPC/Costa Rica
- Arrival Defect Reports (ADR's) - Transportation → Transportation Specialist