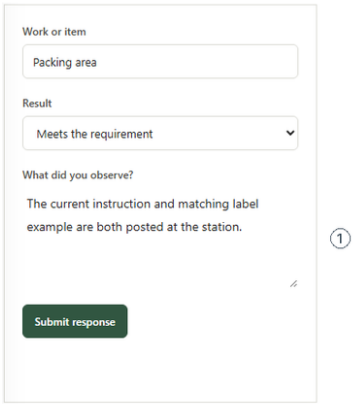
CONTAIN A QUALITY PROBLEM AND FIX THE CAUSE

Make the decision on affected material clear after containment

Let the specialist confirm containment and record whether affected material or work will be reworked, scrapped, used as-is or returned. The chosen disposition tells the team what to do next.

Report the nonconformance > Disposition and containment > Find the root cause and act (when triggered) > Verify effectiveness (when triggered)

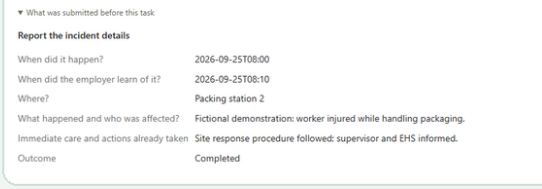
SkillSmith · Share an observation through a published form



1. Record the observation where work happens

Illustrative sample content. A worker can use a published form to share an observation without an assigned task.

SkillSmith · Carry the earlier incident response into the investigation



SkillSmith · Keep the next disposition decision with its responsible reviewer



Share an observation through a published form

Pay only when you see results

Agree the outcome for your first workflow with our team.

SELECTED CLIENTS FEATURED BY SKILLSMITH

verizon · KEYSIGHT TECHNOLOGIES · AMERICAN EAGLE · Berkeley UNIVERSITY OF CALIFORNIA

YOUR TEAM / THE DECISIONS THAT MATTER

The people involved in the working method

Each role has a defined contribution. Your team selects the people responsible for those parts of the work.

Your role	The contribution	SkillSmith support
Person raising the issue	Report the nonconformance	Respond with description, immediate containment, photos and product/process.
Designated specialist	Disposition and containment; Verify effectiveness	Respond with containment confirmed, corrective action required?, rework / scrap / use-as-is / return and verified / reopened.
Team lead	Find the root cause and act	Respond with action, evidence and root cause.

Record the authorized disposition

In a worked example, the issue is contained but its disposition is undecided; keep the authorized decision visible rather than treating containment as closure.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Ncr and Action	Open the selected material for this occurrence.
Recorded response	rework / scrap / use-as-is / return, containment confirmed and corrective action required?	Save the response with its work context.
Review point	containment confirmed and corrective action required?	Agree the next action with the person responsible for this decision.

Review the selected material, this occurrence's response and any conditional follow-up.

CONNECTED WORK / PREPARED PLAYBOOKS

Contain a quality problem and fix the cause

Bring ncr and action into the prepared work. Person raising the issue, Designated specialist and Team lead each receive the context needed for their part.

01 Report the nonconformance

Record product/process, quantity, description, photos and immediate containment.

02 Disposition and containment

Record rework / scrap / use-as-is / return, containment confirmed and corrective action required?.

03 Find the root cause and act

When disposition requires corrective action (repeat or critical), record root cause, action and evidence.

04 Verify effectiveness

When a corrective action was done, record verified / reopened.

Prepare the useful part of the workflow

Use the prepared sequence with the resources and responsibilities selected for your team.

Contain a quality problem and fix the cause

A defective product or a process out of standard is reported with evidence, contained and dispositioned by quality, and - when it matters - the root cause is fixed and verified.

Nonconformance · Line 2 (operators, quality)

YOUR INFORMATION / CONNECTED WORK

The materials that make this method usable

Keep the relevant material available at the point it is used. The resource choices below support different parts of the work.

Your work context > SkillSmith > Your next contribution



Ncr The task uses this material	The nonconformance report.
Action The task uses this material	The corrective action record.
Criteria The task uses this material	Disposition rules.

YOUR DELIVERY PLAN / OUR TEAM

Prepare the first useful playbook

Start with the materials and people you already have. We help make the setup choices explicit before your team uses the method.

01 Select the working material

Choose ncr and action from the resources your team uses.

02 Agree the responsibilities

Confirm person raising the issue, designated specialist and team lead for this method, then choose the people eligible to receive its work.

03 Walk through the selected route

Walk through these conditional steps: “Find the root cause and act”; “Verify effectiveness”.

We are here to help



Rohit Singh
VP of Strategic Partnerships



Brent Jackson
Director of Customer Success

Prepare the method for your team

What stays with the recorded response?

The response for this occurrence retains rework / scrap / use-as-is / return, containment confirmed and corrective action required?. It belongs to the work being reviewed, rather than replacing a different occurrence's record.

Which materials do we need to bring?

Bring ncr and action. We use those choices to prepare the working context, then check that each task opens the material it needs.

How do the conditional steps become part of the method?

The conditional route is used when disposition requires corrective action (repeat or critical). Select the variant or respond to the recorded condition before treating that step as required.

What is the outcome for the wider workflow?

Disposition decided and executed; corrective action verified when required; a 'use as is' or 'return' disposition closes without a corrective branch.

WHY SKILLSMITH / YOUR NEXT STEP

Bring your work; we help prepare the method

We work with your team to organize the source material, responsibilities and review choices. Start with one useful example, then carry the agreed method into everyday work.

Without connected follow-through	With SkillSmith
A completed entry is mistaken for the responsible person's decision.	Give the designated specialist the recorded response and agreed criteria for this decision.
People cannot see the method or evidence behind a decision.	Make methods, responsibilities and decision evidence visible for review.

Walk through this method with us

Bring one real example and the material your team uses. We will walk through the task sequence and the decision that matters to you.

- Who decides what happens to the affected material or work?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

skillsmith.com/contact