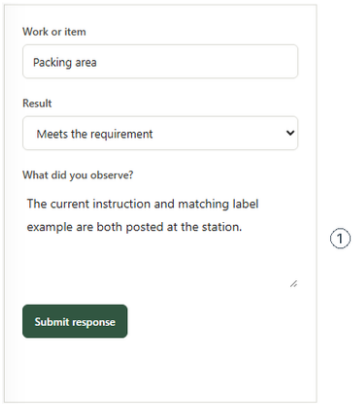
CONTAIN A QUALITY PROBLEM AND FIX THE CAUSE

Match quality follow-up to the issue that needs attention

Use a root-cause and corrective-action branch when disposition calls for it, recording cause, action and evidence. Repeated or critical issues retain that work; permitted use-as-is or return decisions follow their path.

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

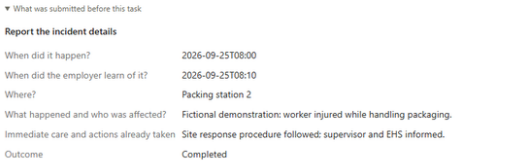
SkillSmith · Share an observation through a published form



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.

Carry repeated or critical issues into corrective work

In a worked example, a repeated or critical issue needs corrective work after disposition; retain that branch, while a permitted use-as-is or return decision follows its defined closure path.

WORKED DECISION

Decision point	Information to use	Responsible next step
Working material	Ncr and Action	Open the selected material for this occurrence.
Recorded response	root cause, action and evidence	Save the response with its work context.
Review point	disposition requires corrective action (repeat or critical)	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 root cause, action and evidence. 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
An incomplete response loses its correction route.	Use waiting, return and correction paths with a responsible owner and retained context.
An open item has no visible responsible next action.	Inspect task state, related work and the responsible next action in Pulse.

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.

- Does this disposition require a separate root-cause and corrective-action branch?
- The resource choices for this method
- Each responsible person's response
- The conditional route and wider outcome

Request a demo

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