CORRECTIVE ACTION AND EFFECTIVENESS REVIEW

See whether corrective actions address the original problem

Retain the original finding, completed action and follow-up evidence so a specialist can judge the result and own what remains.

Define the check > Review the evidence > Choose the next action



SkillSmith · Review rules

Automation or process

Operational changes

Expected result

Correct changes, required review, and people ready for the changed work.

Accountable reviewer

Morgan Ellis

When should a person step in?

- [x] A change conflicts with checked evidence

Set the expected result, accountable reviewer and conditions that call for a review.

Connect the action owner and specialist around the evidence for the next decision.

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

A separate responsibility for action and review

Illustrative corrective-action responsibilities. Your organization defines the reviewer's authority and the check appropriate to the finding.

Your role	The contribution	SkillSmith support
Finding owner	Keep the original issue clear.	Retain its context and agree the intended result with the specialist.
Action owner	Implement and document the action.	Provide what changed and its supporting evidence.
Specialist reviewer	Assess the follow-up result.	Compare the evidence with the agreed criterion and record the decision.
Responsible manager	Own the next work.	Assign further correction or obtain missing evidence for the next review.

The obstruction returns during the follow-up check

An action addressing a recurring walkway obstruction is marked complete, but a later check finds the obstruction again. The reviewer records the recurrence and returns the issue for a new next action.

A completed action still needs a reviewed result

01 Define the check	02 Record the action	03 Assess the result	04 Own what remains
What evidence would show the action addressed this problem?	What was implemented, and where is the evidence?	Does this observation support the agreed result?	Who acts next, and what evidence will the reviewer need?

CONNECTED WORK / PREPARED PLAYBOOKS

Follow the action through its effectiveness decision

Agree what the reviewer needs to check, retain the action evidence and assess the later result. Give returned work and missing evidence a specific owner and next step.

01 Define the check

Start with the original finding. For the recurring obstruction example, agree the affected route, the work conditions to observe and the follow-up period. Name the reviewer and the evidence needed to judge the result.

What evidence would show the action addressed this problem?

02 Record the action

The owner records the completed action and its supporting evidence. The corrective-action method then brings the verification task to the specialist. The implementation record gives the reviewer a starting point for the follow-up check.

What was implemented, and where is the evidence?

03 Assess the result

The specialist checks the agreed conditions and records the decision. In the recurrence example, the obstruction is found again, so the reviewer records that evidence and requests correction. A satisfactory check is accepted only for the conditions actually reviewed.

Does this observation support the agreed result?

04 Own what remains

When the issue needs correction, the manager assigns the next action with the reviewer's evidence. When the check has not happened or a source record is missing, keep the case unassessed and name who will obtain it. Review each case on its own evidence.

Who acts next, and what evidence will the reviewer need?

Prepared work for action and effectiveness review

Use the audit and corrective-action method for finding, response, implementation and specialist verification. Keep the chosen check and evidence in the action record.

Audit and corrective action - Keep a finding, owned action, implementation evidence and specialist verification connected.

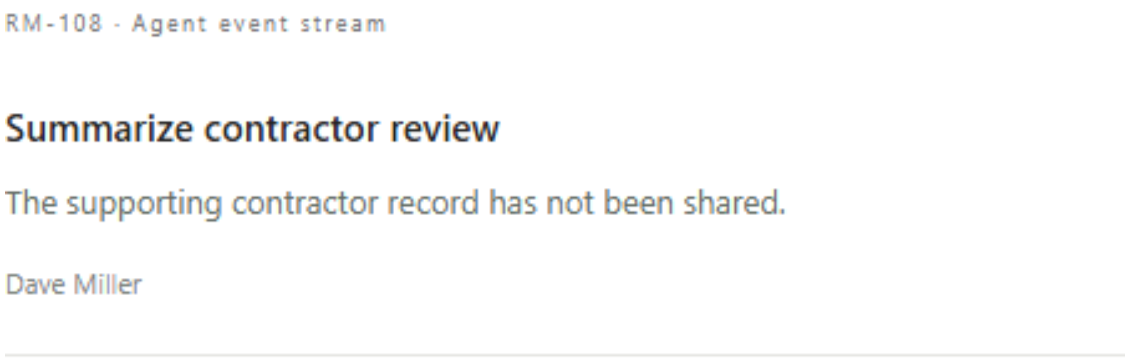
Evidence review follow-up - Review an observed event, resolve its finding or missing evidence and verify the follow-up.

YOUR SYSTEMS / INTELLIGENT ASSISTANCE

Keep the finding and the review basis in view

Connect implementation to specialist verification and its evidence. In Real Metric's review views, examine assessed outcomes, observed process gaps and unknown cases separately.

SkillSmith · Work context at the point of contribution



Real Metric example: the supporting contractor record has not been shared.

Corrective-action record The action owner records implementation.	Bring the specialist the verification task and action evidence.
Verification record The specialist records the reviewed result.	Accept the evidence, request correction or retain the information gap.
Observed event evidence An event needs review or lacks supporting evidence.	Inspect the source and choose the appropriate evidence-review follow-up.

Help with follow-up and changes

Real Metric

Inspect events and source evidence

Review observed events with assessed results, process gaps and missing evidence. Use the underlying records to decide which follow-up is needed.

YOUR DELIVERY PLAN / OUR TEAM

Start with a finding that needs a meaningful follow-up

Bring an original finding and the action taken. We'll help your owner and reviewer make the expected evidence and next decisions concrete before you expand the method.

01 Choose the problem and criterion

Select a real finding and agree the result, relevant work conditions and evidence the reviewer needs. Name the action owner and specialist.

An explicit basis for the effectiveness decision.

02 Prepare implementation and review

Keep the original finding with the action record. Prepare the specialist's verification task and decide who handles an incomplete or unsatisfactory result.

A connected action and review method with clear responsibilities.

03 Review different result states

Walk through a satisfactory check, a recurring problem and an unassessed case. Inspect each source record and agree the next action before using any summary.

A reviewed first use that preserves uncertainty and further work.

We are here to help



Rohit Singh

VP of Strategic Partnerships



Brent Jackson

Director of Customer Success

Bring us the work your team wants to improve. We'll walk through your instructions, responsibilities and review criteria, then show how our platform can support that work.

WHY SKILLSMITH / YOUR NEXT STEP

Build on the findings and evidence you already have

We help your team connect the original problem, action and review evidence. Your specialist keeps the decision about effectiveness, while returned work and missing evidence stay visible for follow-up.

A clear basis for acceptance

Keep the criterion and follow-up evidence with the specialist's decision.

Unknown work remains visible

Distinguish unassessed cases from supported results and further correction.

A specific next action

Give correction or missing evidence a responsible person and further review.

A question teams often ask

What does action completion tell us?

It records that the owner carried out the action and supplied the requested evidence. The specialist then assesses the follow-up result against the agreed criterion before recording an effectiveness decision.

Let's review what a completed action achieved

Bring a finding and its action evidence. We'll follow the criterion, specialist review and next action without losing the cases that remain unassessed.

- Your original finding and completed action
- The effectiveness criterion and follow-up conditions
- A supported result, recurrence and unassessed case
- The source record and owner for each next action

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