Corrective Action Plan (CAPA): example

Illustrative example, not customer data. The same plan, blank, is on the next page.

CAPA number: CAPA-014 | Owner: Operations manager | Opened: 25 May 2026 | Source: Customer complaints (support tickets) | Status: Closed: effective at the 90-day check

1. Describe the problem and its impact

Field	Answer
What	Customers report items arriving damaged: crushed boxes, broken or leaking products
Where	Orders shipped from our warehouse; 394 of the 486 week-3 complaints (81%) are on orders over 2 kg. Orders shipped by marketplace sellers: no change.
Since when	Week of 4 May, when boxes from a new packaging supplier went into use
How much	Before: 1.2% of orders (4-week average: 118 complaints on 9,830 orders a week). Week 3: 4.8% (486 complaints on 10,125 orders).
Impact	Replacements and reshipping cost about $15,100 in week 3 (486 × $31); damage is the top topic in 1- and 2-star reviews
Problem statement	Damaged-on-arrival complaints rose from 1.2% to 4.8% of orders in the three weeks after the switch to a new packaging supplier.

2. Contain it

Containment action	Owner	Date	Result
Inspect every new-supplier box in stock against the spec; quarantine the ones that fail	Warehouse lead	26 May	6,400 boxes inspected: all single-wall instead of double-wall; all quarantined
Pack orders over 2 kg in the old double-wall boxes, or double-box them when those run out	Warehouse lead	26 May	In place from the afternoon shift; 9 days of old boxes left
Check 1 in 20 parcels over 2 kg before carrier pickup	QA manager	26 May	No crushed parcels in 610 checked in the first week
Contact customers with open damage complaints: the replacement ships first, no return needed	CX lead	27 May	312 open complaints answered; replacements shipped within 48 hours

3. Find the root cause

	Answer
Root cause	The spec sent to the new supplier listed box sizes but not board grade, so the boxes came single-wall instead of double-wall. The supplier change process had no transit test before new packaging went live.
How it was verified	Week 3: orders still shipped in old double-wall boxes had 1.1% damage complaints (20 of 1,800 orders); orders in the new boxes 5.6% (466 of 8,325). A drop test crushed 7 of 10 new boxes packed at 3 kg, and 0 of 10 old boxes.
Full analysis	RCA report attached: evidence, fishbone, 5 Whys and drop-test results

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4. Corrective and preventive actions

Type	Action	Owner	Due	Status
Corrective	Replace all single-wall boxes with double-wall boxes from the new supplier; return the quarantined stock	Procurement manager	5 Jun	**Verified**
Corrective	Add board grade, crush rating and maximum load to the spec for every box size	Packaging engineer	3 Jun	**Verified**
Preventive	Add a transit test (drop and compression, three heaviest products per box size) to the supplier change procedure: no new packaging goes live without a pass	QA manager	19 Jun	**Verified**
Preventive	Report damaged-on-arrival as a % of orders every week, by box size, with an alert above 2%	Operations analyst	12 Jun	**Verified**

5. Verify effectiveness and close

Success metric	Better when	Baseline	Target
Damaged-on-arrival complaints, % of orders (weekly)	Lower	1.2%	at or under 1.5%

Check	Date	Result	PASS / FAIL	Checked by
Day 30	8 Jul 2026	1.4%	**PASS**	QA manager
Day 60	7 Aug 2026	1.3%	**PASS**	QA manager
Day 90	6 Sep 2026	1.2%	**PASS**	Operations manager, QA manager

	Answer
Effective?	Yes: PASS at all three checks. Closed.
Closed by	Operations manager and QA manager
Closed on	7 Sep 2026
Lessons learned	A supplier change is a process change: new packaging now goes through the same transit test as a new product.

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Corrective Action Plan (CAPA)

For process and product problems, such as a rise in customer complaints. Close it only when the success metric holds at every check.

CAPA number: _____ | Owner: _____ | Opened: _____ | Source: _____ | Status: _____

1. Describe the problem and its impact

Field	Prompt	Answer
What	What is wrong, as a fact? No causes here.	
Where	Which products, sites, channels or customers?	
Since when	When did it start? What changed around then?	
How much	Baseline and now, with numbers.	
Impact	Customers, cost, revenue, ratings.	
Problem statement	One sentence: what, where, since when, how much.	

2. Contain it

Containment action	Owner	Date	Result

3. Find the root cause

	Prompt	Answer
Root cause	Which cause, if fixed, stops the problem coming back?	
How it was verified	Does it explain when it started, and where it did not happen?	
Full analysis	Attach or link the root cause analysis: evidence, fishbone, 5 Whys.	

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4. Corrective and preventive actions

Type	Action	Owner	Due	Status
Corrective				
Corrective				
Preventive				
Preventive				

5. Verify effectiveness and close

Success metric	Better when	Baseline	Target

Check	Date	Result	PASS / FAIL	Checked by
Day 30				
Day 60				
Day 90				

	Prompt	Answer
Effective?	PASS at all three checks? Then close it.	
Closed by	Who signed off?	
Closed on	Date	
Lessons learned	What will you do differently next time?	

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