Severity	Notification within	Required attendees	Escalation document
Minor	**At next QMS team meeting**	QMS Manager, action Owner.	Standard NCR record plus the recommended RCA report (A3 or 5-Whys).

Customer notification for Critical NCRs. Where a Critical NCR involves product or service that has reached the customer, customer notification is part of the immediate response. The decision on customer-facing communication rests with Top Management; the NCR record references that decision in the Notes /Corrective Action column.

6. Root Cause Analysis Method Selection

Column L (Root Cause Method) automatically recommends an investigation method based on the combination of **Severity** (column F) and **Occurrence** (column R). The recommendation updates as soon as both fields are populated. The principle is to **match investigation rigour to impact and recurrence**: high-severity or repeat events get more formal methods; first-occurrence minor events get a lighter-touch approach.

6.1 Selection matrix

Severity	Occurrence	Recommended method	Companion form
Critical	Any	**8D Report**	F1020-05 8D Report
Major	Repeat	**8D Report**	F1020-05 8D Report
Major	First Occurrence	**5-Whys**	F1020-04 5-Whys Worksheet
Minor	Repeat	**5-Whys**	F1020-04 5-Whys Worksheet
Minor	First Occurrence	**A3 Report**	F1020-03 A3 Action Plan

6.2 Method descriptions

6.2.1 8D Report

The 8-Discipline structured problem-solving approach. Suitable for **complex, high-severity, or repeat nonconformances** that require cross-functional investigation, documented containment actions, and formal verification. Produces a written report with eight defined sections: D1 Team, D2 Problem Description, D3 Interim Containment, D4 Root Cause Analysis, D5 Permanent Corrective Actions, D6 Implementation, D7 Prevent Recurrence, D8 Team Recognition. Use companion form **F1020-05 8D Report**.

6.2.2 5-Whys

A focused root cause technique that iteratively asks *"why"* until the fundamental cause is identified — typically five iterations. Best for **moderate-complexity issues** where the root cause is not immediately obvious but the

Endeavour Technical Limited © 2026. All rights reserved

Endeavour Technical Limited © 2026. All rights reserved | eQMS Nonconforming Outputs NCO Log User Guide sample | www.iso-9001-checklist.co.uk

Column	Value	Interpretation
C Who Found It?	**QC Inspector**	Internal detection — the inspection regime caught the issue.
D Date Found	**2025-01-08**	Starts the Days Open clock.
E Detection	**Inspection - In-process**	Caught during routine in-process inspection.
F Severity	**Minor**	Internal detection, scrap-able quantity, no customer impact — minor classification appropriate.
G Description	Weld seam on 14 of 60 assemblies fails tensile test, Batch F240108-A.	Specific: lot reference, exact count, failure mode, test method. The auditor reading this row knows exactly what happened.
H Qty Affected	**14**	14 units of a 60-unit batch — a 23% defect rate within the batch.
I Disposition	**Scrap**	The 14 affected units are scrapped (cannot be reworked due to weld failure).
J Root Cause Category	**Machine**	6M category attribution.
K Root Cause Detail	**Machinery - Defective equipment or tool**	Specific cause from the 50-item list.
L Root Cause Method (auto)	**5-Whys**	Auto-recommended: Minor + Repeat → 5-Whys. The formula `=IF(…)` evaluates to *5-Whys* because F=Minor and R=Repeat.
M Corrective Action	Quarantine and scrap all 14. Replace weld electrode. Re-validate WPS…	Containment (quarantine/scrap) plus corrective (replace electrode, re-validate WPS).
N Owner	**Production Manager**	Named role; accountability assigned.
O Date Assigned	**2025-01-09**	Action assigned one day after detection.
P Target Completion	**2025-01-31**	23-day window for completion — reasonable for an electrode replacement and WPS re-validation.
Q Status	**Closed**	Terminal state.
R Occurrence	**Repeat**	This nonconformance has occurred before; that's why the RCA method recommendation was upgraded from A3 (Minor first-occurrence) to 5-Whys.

SAMPLE

Endeavour Technical Limited © 2026. All rights reserved

Endeavour Technical Limited © 2026. All rights reserved | eQMS Nonconforming Outputs NCO Log User Guide sample | www.iso-9001-checklist.co.uk