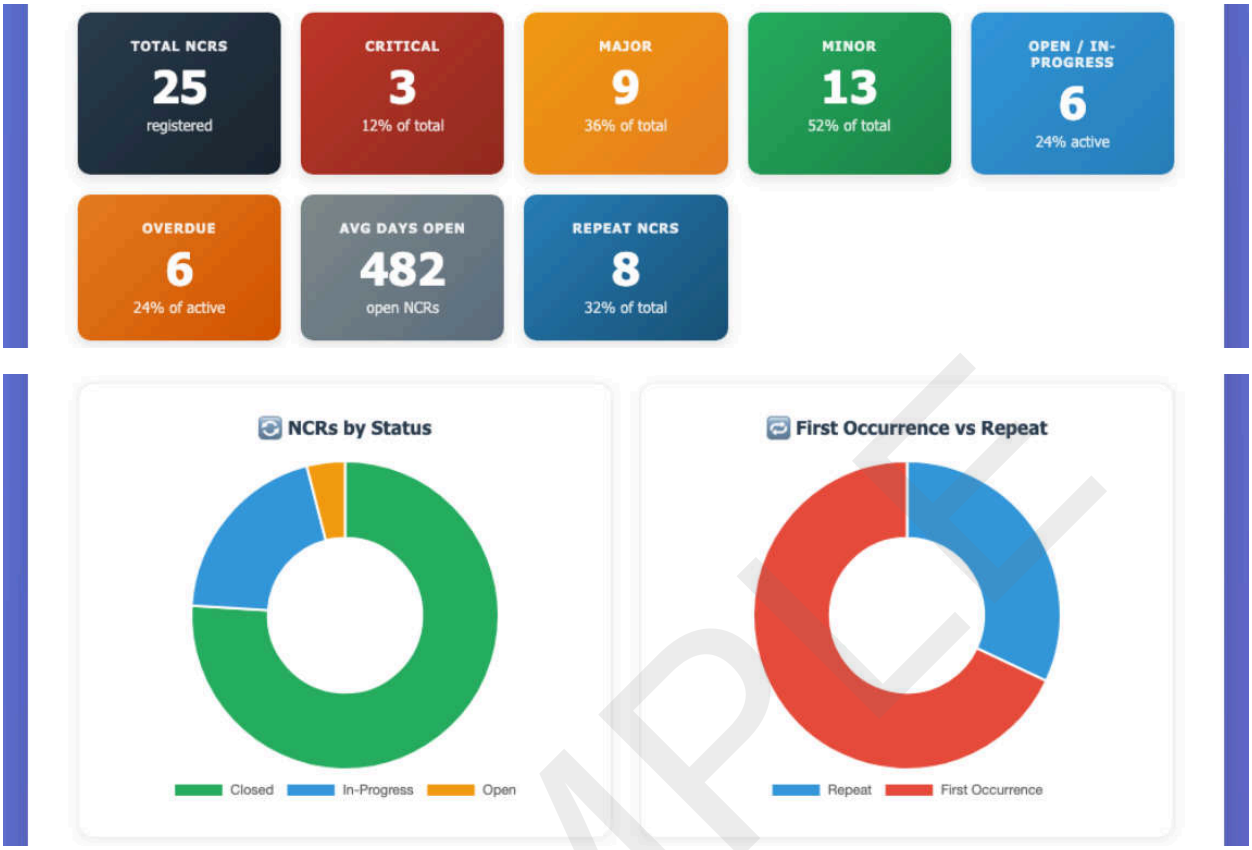
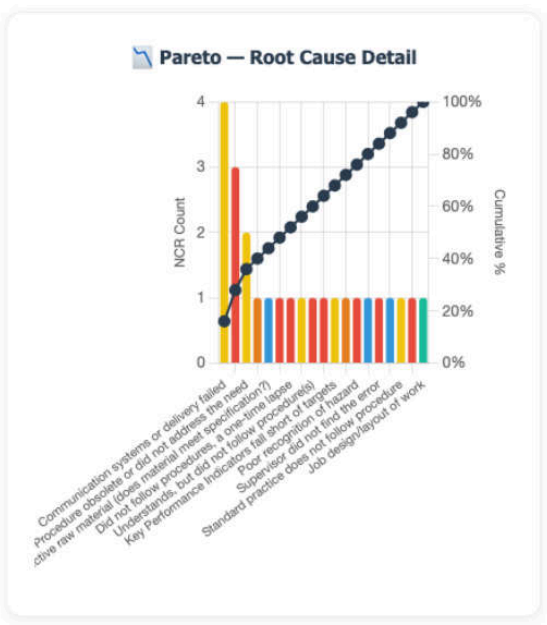
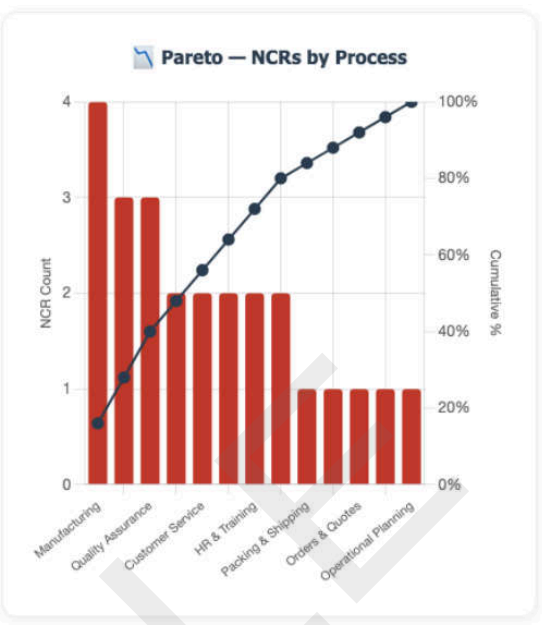
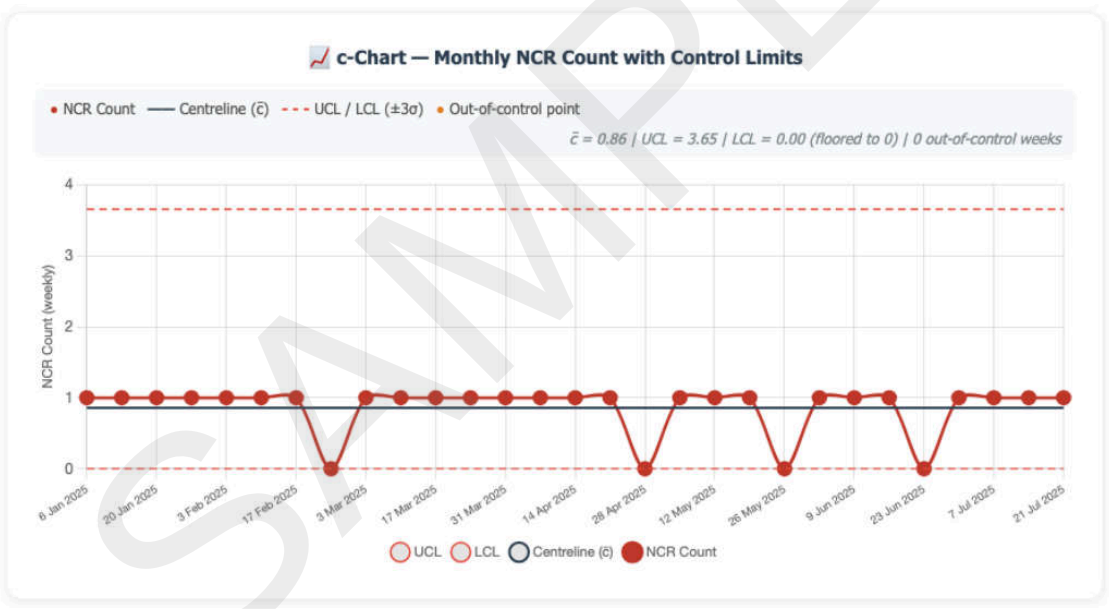

TOTAL NCRS
25
registered
CRITICAL
3
12% of total
MAJOR
9
36% of total
MINOR
13
52% of total
OPEN / IN-PROGRESS
6
24% active
OVERDUE
6
24% of active
AVG DAYS OPEN
482
open NCRs
REPEAT NCRS
8
32% of total
NCRs by Status
Closed
In-Progress
Open
First Occurrence vs Repeat
Repeat
First Occurrence

SAMPLE


Pareto — Root Cause Detail
NCR Count
Cumulative %
0
1
2
3
4
0%
20%
40%
60%
80%
100%
Communication systems or delivery failed
Procedure obsolete or did not address the need
ctive raw material (does material meet specification?)
Did not follow procedures, a one-time lapse
Understands, but did not follow procedure(s)
Key Performance Indicators fall short of targets
Poor recognition of hazard
Supervisor did not find the error
Standard practice does not follow procedure
Job design/layout of work


Pareto — NCRs by Process
NCR Count
Cumulative %
0
1
2
3
4
0%
20%
40%
60%
80%
100%
Manufacturing
Quality Assurance
Customer Service
HR & Training
Packing & Shipping
Orders & Quotes
Operational Planning


c-Chart — Monthly NCR Count with Control Limits
NCR Count
Centreline (c̄)
UCL / LCL (±3σ)
Out-of-control point
c̄ = 0.86 | UCL = 3.65 | LCL = 0.00 (floored to 0) | 0 out-of-control weeks
NCR Count (weekly)
0
1
2
3
4
6 Jan 2025
20 Jan 2025
3 Feb 2025
17 Feb 2025
3 Mar 2025
17 Mar 2025
31 Mar 2025
14 Apr 2025
28 Apr 2025
12 May 2025
26 May 2025
9 Jun 2025
23 Jun 2025
7 Jul 2025
21 Jul 2025
UCL
LCL
Centreline (c̄)
NCR Count

SAMPLE