AUSTRALIAN greenClean

Improvement Action Report (IAR)

Type of issue or report: (Tick the relevant category)

Customer feedback: 3. Complaint ☐ or 4. Compliment ☐

Finding or observation from: 5. External audit ☐ or 6. Internal audit ☐

7. Supplier non-conformance ☐   8. Employee Suggestion ☐

9. Document change ☐   10. Process Failure ☐

What does this report relate to? (Tick the relevant category. If relevant, you may tick more than one)

Environment (E) ☐   Quality (Q) ☐   Work, health & safety (WHS) ☐

Incident details: Incident time: AM/PM   Incident date: Reported by:
Location of accident/incident:

Details:

Describe & identify customer's, your own personal and/or company property damage

Approx. cost of damage: Customer / personal $ Company $

What immediate action was taken to control the incident?

Completed: Date:

Investigating the cause (root cause): We prefer to use the '5-Why' method; it may not need 5 questions, but the root cause must be identified before we can stop the incident from happening again.

1. Why did the incident happen?
    a. Answer:
2. Why?
    a. Answer:
3. Why?
    a. Answer:
4. Why?
    a. Answer:
5. Why?
    a. Answer:

Potential to recur (Tick): Likely ☐   Unlikely ☐   Rare ☐

Risk rating (seriousness):

Investigated by: Date:

Action plan to prevent recurrence / root cause

Responsibility for action: Complete by date:

Effectiveness of action: (Did we control the immediate incident & have we fixed the root cause?)

Confirmed by: Date: