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# Corrective Action Requirements & Best Practices



OREGON  
**HEALTH**  
AUTHORITY

**Disclaimer:**

This presentation is informational in nature. It is not intended to supersede requirements in the TNI Standard or take the place of a laboratory's established requirements.

# Requirements 2016 TNI Standard V1M2 4.11

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4.11.1            *Establish a policy & designate personnel to implement corrective action*

4.11.2 (and .7)    *Root Cause(s) Analysis - for failures tied to systemic error*

4.11.3            *Select! Implement!*

4.11.4            *Monitor!*

4.11.5            *Internal audits done, typically after implementation*

4.11.6            Have documented procedures naming who is responsible for what

# Approaching CAs for Success

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- Keep track of trends and risks to determine when to open a CAR
- Work to understand the problem
- Evaluate based on facts
- Teamwork makes the dream work
- Corrective actions and Preventive actions are linked

# Best Practices

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- Develop system for easy tracking of corrective actions
- Ask the 5 (+) whys
- Plan, Do, Check, Act (PDCA) cycle
- Empower any group leader to propose a formal corrective action
- Integrate the corrective action system with other systems

# Thank you

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