

Form - Corrective Action Request (CAR)

Food Safety & Quality Template · Provided by GIFSQ

The CAR form is where a problem becomes a project: what happened, why it really happened, what you're changing, and how you'll know it worked. A well-written CAR prevents the next incident; a vague one just files it.

Fill this in as you go, not from memory at the end of the shift - records reconstructed later are where the errors creep in. Replace [bracketed] guidance with your site's detail.

1. Document control

Field	Details
Document title	Form - Corrective Action Request (CAR)
Document no.	[QA-FORM-001]
Version	[1.0]
Effective date	[YYYY-MM-DD]
Prepared by	[Name / Title / Date]
Approved by	[Name / Title / Date]
Review date	[YYYY-MM-DD]

1. Nonconformance details

- CAR no.: [CAR-YYYY-###]
- Date raised: [YYYY-MM-DD] | Raised by: [Name]
- Source: [Audit / complaint / deviation / inspection / other]
- Description of the nonconformance (facts only): []
- Requirement not met (procedure/clause/spec): []
- Product/lot affected: [] | Quantity: []
- Immediate correction taken (containment): []

- Product disposition: [Use as is / rework / downgrade / dispose - with justification]

2. Root cause analysis

Don't settle for the first plausible cause. We've seen 'operator error' written on CARs where the real cause was a procedure nobody could follow at line speed.

1. Assemble the facts: what, when, where, who, how much.
2. Ask why repeatedly (5 Whys) or use fishbone - record each level.
3. Separate the direct cause from the systemic root cause.
4. Check whether the same root cause could affect other products, lines, or shifts.
5. Agree the root cause statement with the process owner - not just QA.
6. Record evidence supporting the root cause conclusion.

3. Corrective action plan

Action	Owner	Due date	Completed (date)	Evidence
[Correct the immediate nonconformance]	[]	[]	[]	[]
[Fix the root cause]	[]	[]	[]	[]
[Prevent recurrence elsewhere (horizontal)]	[]	[]	[]	[]
[Update documents/training if needed]	[]	[]	[]	[]

4. Verification of effectiveness

- Effectiveness check method: [Re-audit / data review / observation - define it]
- Check date (after suitable period): [YYYY-MM-DD]
- Result: [Effective / Not effective - evidence]
- If not effective: new CAR reference: []
- CAR closed by: [Name / signature / date]

Approval and control

Role	Name	Signature	Date
Prepared by	[Name]	[Signature]	[Date]
Reviewed by (QA)	[Name]	[Signature]	[Date]
Approved by	[Name]	[Signature]	[Date]

Keep completed forms for Retain [3 years] minimum; longer for CARs linked to recalls or regulatory action. at [defined location] - and make sure someone besides you knows where that is.

General use: This template contains no country-specific laws or regulator names and suits any food business — restaurant, catering, food manufacturing, retail, or food service. Adapt temperature limits, legal references, and record-retention periods to your local regulations. Provided by GIFSQ · v1.0 · September 2026