API Technologies Corp.
Form: 34-0918-00
Failure Analysis/8D Corrective Action Plan

<table>
<tr><td colspan="4">Verbiage in italic font is intended to be used as an aide in the RCCA process and use only for informational purposes.</td><td>Corrective Action #:</td></tr>
<tr><td colspan="2">Assigned to:</td><td colspan="3">Failure Analysis Team Members:</td></tr>
<tr><td colspan="2" rowspan="2">Type of Corrective Action Response:</td><td>☐Customer Complaint</td><td>☐Customer Return</td><td>☐API Supplier (SCAR)</td></tr>
<tr><td>☐ Internal Process</td><td>☐ Internal Systems</td><td>☐ External Systems Audit</td></tr>
<tr><td colspan="2" rowspan="2">API Part Number:</td><td>RMA/CC#:</td><td>DR#:</td><td rowspan="3">Other pertinent info:</td></tr>
<tr><td>Return Qty:</td><td>Vendor #:</td></tr>
<tr><td>Date Corrective Action Request <u>Received:</u></td><td>Date Corrective Action response <u>Due:</u></td><td>Customer Name:</td><td>Vendor Name:</td></tr>
<tr><td colspan="5">Additional Material Supplied with Customer RMA:
☐ Yes (provide details):
☐ No additional material included.</td></tr>
<tr><td colspan="5">Discipline 1: Description of Problem (include customer reference # where applicable)</td></tr>
<tr><td colspan="5">Discipline 2: Verification of stated non-conformance</td></tr>
<tr><td colspan="5">☐The discrepancy has been verified. ☐The discrepancy has not been verified.</td></tr>
<tr><td colspan="5">Verification comments:</td></tr>
<tr><td colspan="5">Discipline 3: Failure Analysis (What failure analysis method was used to determine root cause? Examples: 5 Why, Fishbone Diagram, Testing, Manufacturing Record review, etc. Attach or include as appropriate)</td></tr>
<tr><td colspan="5">Discipline 4: Root Cause Identification (Identify all applicable causes that could explain why the problem occurred)

When applicable, consider and document human factors related to this nonconformance/problem.
(Human factors involve gathering information about human abilities, limitations, and other characteristics and applying it to tools, machines, systems, tasks, jobs, and environments to produce safe, comfortable, and effective human use. Recognize that people performing tasks can be affected by fatigue, lack of concentration, distraction, pressure, stress, lack of awareness, etc.)
Problem Statement (Summarized for D1):</td></tr>
</table>

1. Why did this non-conformance/problem occur?
2. Why did (1) happen?
3. Why did (2) described above happen?
4. Why did (3) described above happen?
5. Why did (4) described above happen?

Based on 1-5; what is the root cause(s) of the non-conformance/problem?

Discipline 5: Disposition of Material ☐Customer ☐API Supplier ☐ API internal ☐ Not applicable
Comments:

Returned Material			Stock			WIP		
Total qty returned:		Date	Total qty in Stock:		Date	Total qty in WIP:		Date
☐ Scrap ☐ Sort ☐ Re-Build ☐ Return "as is" ☐ Re-Stock ☐ Rework ☐ Rework at Customer cost	Qty Qty Qty Qty Qty Qty Qty		☐ Scrap ☐ Sort ☐ Re-Build ☐ Acceptable ☐ Rework ☐ Rework at Customer cost	Qty Qty Qty Qty Qty Qty		☐ Scrap ☐ Sort ☐ Re-Build ☐ Acceptable ☐ Rework ☐ Rework at Customer cost	Qty Qty Qty Qty Qty Qty	

Discipline 6: Containment Plan *(Define and implement containment actions to isolate the problem until permanent actions are in place; What, Who, When)*

Discipline 7: Preventive Plan /Long Term Corrective Action to prevent re-occurrence *(What actions need to take place to prevent re-occurrence; What, Who, When)*

➢ **Discipline 7a: Implementation, training and follow up**

1. Corrective action implementation owner assigned to (name a specific person):

2. Corrective action implementation date:

3. Is training required? (Yes or No):
   If Yes, perform training on affected process or procedures
   a. Training Completion Date:
   b. List Training Content:
   c. List Disciplines (Job Function) Trained:

4. For Effectiveness follow up, reference Discipline 8.

➢ Indicates a change in verbiage/procedure.

➢ Is the discrepant product controlled by a Safety Agency, such as TUV, UL, or CSA? ☐ Yes ☐ No

Does this discrepancy affect consumer safety? ☐ Yes ☐ No

If both questions are answered yes, then the Divisional manager of Quality must notify the safety agency.

Contact date:

Corrective Action Impact: Where applicable, apply corrective actions taken as a result of this response to similar products and processes.

☐Applies ☐ Does not apply

List Part Numbers and Values Streams:

➢ For API Use Only:

Is this CAR related to an internal and external system audit finding: ☐ Yes ☐ No

If yes, then share this RCCA with other API sites by placing it in the API Quality SharePoint site.

Comments:

➢ Change Notice # (where applicable):	CAR effectivity date:
Analysis performed by:	Date complete:
Approval/Signature:	Approval date:
Mgr of Quality approval/Signature:	Approval date:

➢ Indicates a change in verbiage/procedure.

➢ **Discipline 8: Verification of Corrective Action Implementation and Effectiveness (***document what type of actions need to be taken to verify effectiveness of the corrective action)*

Verification of effectiveness may be accomplished by: (check one or more)

1. ☐ Utilizing the QA Alert system per AT 35-7036, Quality Alert Procedure (KBM)
2. ☐ Performing follow up activities to ensure that the corrective action has been effective. Consider the following:
    a. Methods to be used.
        i. Who will verify? If needed, who will monitor in the long term.
        ii. What verification indicators will be used? Examples: reduced scrap rates, reduced non-conformance's, etc.
        iii. How frequently and for how long will the monitoring activities occur?
        iv. Audits, Spot-checks, KPI's, monitoring.
    b. Verify Actions as specified in the verification plan
    c. Close actions and the Corrective Action if they are working as planned.
    d. If effective corrective actions are not achieved, the CAR is returned to the owner for additional root cause and action plans.

Verification of CAR Effectiveness Performed by:	Verification Date:
Provide details concerning the method (s) used to determine effectiveness here:	

➢ Indicates a change in verbiage/procedure.