

3C: Concern, Cause, Countermeasure

CELL _____ DATE _____ RAISED BY _____ SQDC _____

CONCERN

What happened, as a fact: when, where, how much. No guesses at why yet.

CAUSE

Why it happened. Push past the first answer: "operator error" is a symptom, not a cause. Ask why until you reach something you can change.

COUNTERMEASURE

What will change, aimed at the cause. Not "be more careful".

OWNER _____ DUE DATE _____

HAS THIS HAPPENED BEFORE?

Times in the last 30 days: _____

Earlier 3C date: _____

STATUS

☐ Open ☐ Closed, held on _____ ☐ Escalated to A3

Escalate to an A3 on the third occurrence in 30 days, any safety issue, or any customer escape.