# Corrective Action Plans Overview:

This Corrective Action Plan template has three sections. The first is where you document what you know about the area in need of improvement. The second section is where you map out, step-by-step, how you are going to accomplish your goal of correcting the problem or making other improvements. The third section is where you can write down the results of the Corrective Action Plan.

This form can be printed and completed manually or downloaded as a Microsoft Word document and completed electronically. This document is not protected. Table cells will automatically expand to accommodate any amount of text. Additional rows will be added if you hit the “TAB” key in the last cell of the last row of tables.

For assistance in understanding and developing Corrective Action Plans, refer to the *State Entity Procurement Compliance Manual*, available with other Process Improvement Tools on the State Purchasing Division web site at <http://doas.ga.gov/state-purchasing/purchasing-tools/process-improvement-tools>.

# Section I: Defining the Issue

Use this section to clearly define the problem or deficiency, how the activity should be done, where to go for information, and a broad overview of how you are going to make an improvement for that issue. Use one CAP for each individual problem or deficiency.

| **Corrective Action Plan – Defining the Issue** |
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| What area of your procurement operation needs improvement (e.g. RFP Postings, or Use of NIGP Codes)? |  |
| What specific issue or problem do you want to correct? |  |
| What section of the *Georgia Procurement Manual* or the Official Code of Georgia, Annotated, tells us how to do this activity? |  |
| Do you know what caused the problem? If so, provide details. |  |
| Provide a brief explanation of what you want to do to correct the problem. |  |
| When would you like to see the problem corrected? Indicate a specific date. |  |

# Section II: Defining the Steps for Improvement

List the specific steps you will take to correct the problem and when they should be completed.

* The Milestone should be a specific task to complete. Each Milestone should progress logically toward the completion of the desired goal.
* Although multiple people might work on a single step, there should be one person responsible for ensuring the step is done on time.
* Designate a Due Date for the Milestone that is realistic and attainable.
* Comments can be made at the time the CAP is developed and can be made as the work is done to mark progress.
* If done electronically (i.e. in Word), you can add rows to this table by hitting the “Tab” key while in the lower right-hand cell.

| **Corrective Action Plan: Defining the Steps for Improvement** |
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| **#** | **Milestone** | **Responsible** | **Date Due** | **Comments** |
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# Section III: Evaluating the Process

Once all milestones have been met, evaluate the process. Look for proof that the milestones were, in fact, completed, that the cause of the problem has been identified, and that the problem has been addressed. This could be found in training records, if that was one of the milestones; it could be found in a review of purchase orders or solicitations done by the buyers cited in an audit report. If improvements are not found, repeat the process. If improvements are found, celebrate!