Corrective Action Plan Template

1. Problem Statement
   1. Summarize the complaint, identify its cause, frequency, and impact.
   2. Briefly summarize how the problem will be fixed.
   3. If CAP is required due to a Performance Measurement Assessment, indicate the relevant compliance standard.
2. List individuals accountable for the Corrective Action Plan (CAP)
   1. Who is responsible for ensuring CAP is followed.
   2. Who is responsible for reporting on the CAP.
3. Establish Timelines
   1. Indicate the date the CAP will be implemented.
   2. Ensure there are deadlines associated with each step of the plan and that they are adequate to comply with all the processes.
   3. Specify the quarterly progress report dates.
4. Define the Plan
   1. Describe the tasks and/or steps developed to resolve the issue (training/education, process development, staff allocation/changes).
   2. For each task, identify the person responsible, the stakeholder, resources, constraints, due dates and metrics used to measure success.
   3. Determine what, if any, technical and training assistance is needed.
   4. Outline how the plan will be implemented and ensure it is signed by the Commissioner.
5. Identify the Resolution
   1. Specify the actions being taken to prevent the issue(s) from reoccurring.
   2. Justify how the action being taken will resolve the issue(s).
   3. Explain how the resolution of the issue(s) will be determined.

**CORRECTIVE ACTION PLAN (Template)**

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| 1. **STATE THE PROBLEM**: |
| 1. **LIST INDIVIDUALS ACCOUNTABLE FOR CAP:** |
| 1. **ESTABLISH TIMELINES:** |
| 1. **DEFINE THE PLAN**: |
| 1. **IDENTIFY THE RESOLUTION:** |

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| **Task** | **Responsible Party** | **Stakeholders** | **Resources** | **Constraints** | **Metric** | **Due Date** | **Percent Complete** | **Comments** |
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| **Commissioner’s Signature:** |  | **Date:** |  |