

Corrective Action & Accountability Plan

DEFINE → ASSIGN → PLAN → EVIDENCE → VERIFY → ESCALATE → CLOSE / REOPEN

The Foodservice Operations Toolbox · Tool #5 · Field Edition v1.0

CORE RULE: A task may be complete while the problem remains. Closure requires evidence that the corrective action worked under real operating conditions.

Use this tool after the condition and probable/root cause have been established. It is designed for restaurants, cafés, hotels, catering, institutional foodservice, central kitchens, commissaries, bakeries, and food manufacturing. It creates a persistent case record that can be handed directly into Tool #6 - Verification & Close-the-Loop Review.

What this tool prevents

- Vague actions such as “retrain staff” with no defined system change.
- No named owner or due date.
- Tasks marked complete without evidence.
- Corrective actions that fix the immediate condition but not the cause.
- Cases closed without an effectiveness check or recurrence rule.

Action Types

Type	Purpose
Immediate Containment	Control exposure or risk now.
Correction	Fix the present nonconforming condition.
System Corrective Action	Change the process, standard, equipment, staffing, training, control, or management system that produced the condition.
Preventive / Replication Action	Apply the learning elsewhere where the same cause could exist.

1. Define the Case

Case / Issue ID

Operation

Location / Unit

Issue / Condition

What happened or what condition exists?

Evidence-supported root cause(s)

Source / Finding Reference

Risk / Business Consequence

Executive / Case Owner

Opened Date

Overall Priority: WATCH / CORRECT NOW / ESCALATE

If the cause is still an assumption, stop here and return to the Root Cause Finder. Permanent corrective action should be based on evidence, not convenience.

2. Corrective Action Register

Create one row per distinct action. Separate containment, correction, and system corrective action when different people or deadlines are involved.

#	Type	Specific Action	Cause Addressed	Owner	Due	Priority
1						
2						
3						
4						
5						
6						
7						
8						

Action Detail - use for each material action

Action # / Type

Specific action - exactly what will change?

Cause addressed

Accountable owner

Support / contributors

Due date

Required completion evidence

Effectiveness / success criterion

Verifier

Verification method

Verification date

Action-specific escalation trigger

3. Action Quality Gate

NOT ACCEPTABLE BY ITSELF: “Retrain staff.” “Monitor.” “Be careful.” “Follow the SOP.” “Coach the employee.” These may be activities, but they do not define a correction or prove effectiveness.			
Quality Test	YES	NO	Required Improvement
Specific change Can another manager understand exactly what will change?	☐	☐	
Cause alignment Does the action address the evidence-supported cause rather than only the symptom?	☐	☐	
Ownership Is one person accountable for delivery?	☐	☐	
Time bound Is there a clear due date?	☐	☐	
Completion evidence Is there objective evidence showing the action was actually implemented?	☐	☐	
Effectiveness criterion Is the expected operating result defined before implementation?	☐	☐	
Verification Is the verifier or verification method defined?	☐	☐	
Escalation Is there a trigger if the action stalls, misses its due date, or fails?	☐	☐	
RELEASE RULE: Do not release an action as “final” until the required fields make it specific, owned, time-bound, evidence-based, and verifiable.			

4. Accountability & Escalation

Management review cadence

Escalation owner / authority

Global escalation trigger

Resources / approvals required

Dependencies / linked actions

Management Review Register

Review Date	Status / Progress	Blocker / Risk	Decision / Escalation	Owner	Next Review

5. Evidence of Completion

Completion evidence proves that the assigned work happened. It does not yet prove that the work solved the problem.

Action #	Completion Evidence Required	Evidence Received	Date	Accepted By
1				
2				
3				
4				
5				
6				
7				
8				
Examples: revised standard, approved specification, installed repair, training/competency record, photograph, purchase/receiving record, system configuration, test result, updated schedule, signed approval, or other objective evidence.				

6. Verification Design

Case-level success condition - what must be true for the issue to be considered corrected?

Verification window / recurrence period

Independent verifier / reviewer

Reopen rule - what evidence automatically reopens the case?

Replication / systemic check - where else could the same cause exist?

Action Verification Register

Action #	Verification Method	Success Criterion	Verify Date	Result	Verified By
1					
2					
3					
4					
5					
6					
7					
8					

7. Status & Closure Decision

Status	Meaning
ACTION DEFINED	Plan exists but work has not started.
IN PROGRESS	Action is being implemented.
PENDING VERIFICATION	Completion evidence exists; effectiveness has not yet been verified.
VERIFIED EFFECTIVE	Required result was observed under defined verification conditions.
REOPENED	The condition recurred, the verification failed, or new evidence invalidated the prior conclusion.
ESCALATED	Risk, delay, authority, or failed action requires higher-level intervention.

Current case status

Closure / reopen decision and rationale

FINAL CLOSURE RULE: Do not close the case solely because every action is marked complete. Tool #6 - Verification & Close-the-Loop Review - should confirm effectiveness under real operating conditions before final closure.

8. Management Case Summary

Case / Issue

Evidence-supported root cause

Immediate containment completed

Permanent corrective action implemented

Required evidence reviewed

Effectiveness result

Remaining risk / open items

Lessons / replication opportunities

Executive owner

Verifier

Final status

9. Handoff to Tool #6 - Verification & Close-the-Loop Review

Carry the following forward as the permanent case record. Tool #6 should not ask the operation to re-enter information that already exists here.

Carry Forward	Required
Case / Issue ID	☐
Condition and business risk	☐
Evidence-supported root cause(s)	☐
Corrective actions and owners	☐
Required completion evidence	☐
Effectiveness / success criteria	☐
Verification window	☐
Reopen rule	☐
Replication / systemic check	☐
ONE CASE RECORD: Finding → Evidence → Pattern → Root Cause → Corrective Action → Verification → Close or Reopen.	

This field edition uses the same core field logic as the browser tool so cases can move between offline and digital use without changing the management method.