

# Quality Control Incident Root Cause Analysis

## Incident Overview

Incident ID: QC-2024-0045

Date Identified: 2024-06-18

Reported By: A. Martinez

Department: Manufacturing

## Description of Incident

10% of the products from batch #872 failed the final inspection due to incorrect labeling. The label content did not match the product specifications, resulting in potential risk of misdelivery to customers.

## Immediate Actions Taken

- Isolated affected batch from shipment.
- Notified Production and Shipping teams.
- Initiated internal investigation into labeling process.

## Root Cause Analysis

Root Cause	Evidence
Incorrect label files uploaded to printer system.	Printer log indicated label files for previous product were used. Operator interview confirmed lack of double-check system.
Absence of verification step before printing.	SOP review showed verification step not included in current procedure.

## Corrective Actions

- Update SOP to require verification of label contents by two operators before printing.
- Provide re-training for all line operators on the new SOP.
- Implement system log review after each batch.

## Preventive Actions

- Automate verification between label file and product codes in printer software.
- Quarterly audit of labeling process.

## Follow-up

Assigned To: J. Carter (Quality Supervisor)

Target Completion: 2024-07-05