

Corrective and Preventive Action Management

Centralize and automate your CAPA management for lasting results



Manage non-conformities the same way every time

Standardized metrics ensure every non-conformity is handled the same way – no inconsistencies, no human error.



Spot and resolve root causes quickly

Customizable dashboards and detailed reports give you instant visibility into progress, trends, and root causes.



Take full control without the hassle

Automate everything – from identifying issues to tracking resolutions – with reminders that keep your team on track effortlessly.



Move from fixing to preventing

Easily manage CAPA across departments and sites with predefined workflows, advanced analytics, and root cause tools – turning reactive fixes into proactive solutions.

Easy-to-follow: the TenForce CAPA Management Process

Identify and register non-conformities

- ✓ Log non-conformities manually or through other TenForce modules, e.g. Audit Management, Incident Management, Complaint Handling etc.
- ✓ Categorize the risk based on its potential impact (e.g., observation, minor, major, critical).
- ✓ Customize event and risk categories to suit your needs.

Describe the problem

- ✓ Detail the issue: what happened, where, who was involved, were immediate corrective actions taken?
- ✓ Link data from other TenForce modules to provide a complete picture.
- ✓ Use feedback loops to request and validate additional information as needed.

Perform root cause analysis

- ✓ Decide if a quick RCA or a thorough 6-step process is required.
- ✓ Select your RCA team and methodology for investigation.
- ✓ Upload supporting documents, images, and data.

Define your CAPA action plan

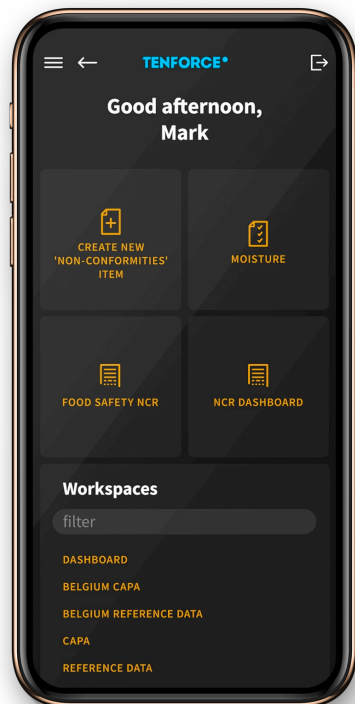
- ✓ Create an action plan that's specific, measurable, achievable, relevant, and time bound.
- ✓ Assign clear roles and responsibilities for each action item.
- ✓ Add or adjust actions as the plan progresses.

Execute and follow up on actions

- ✓ Implement actions, monitor progress, and ensure smooth workflow control.
- ✓ Stay on track with automated reminders and notifications.
- ✓ Regularly review the plan's effectiveness and adjust as needed.

Evaluate and close

- ✓ Complete the "check" phase of the Plan-Do-Check-Act (PDCA) cycle to evaluate outcomes.
- ✓ Assess each action's effectiveness and document lessons learned.
- ✓ Close actions, with the option for preliminary closure before final evaluations.



61%

increase in tracked and completed CAPAs

37%

decrease in recurrence of issues

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