



**INDIANA DEPARTMENT OF ADMINISTRATION (IDOA)
Contractor Corrective Action Plan (CAP)**

CAP No.

***Section 1 (Completed by IDOA)**

Date Issued:	Contractor Name:	Point of Contact:	Contract/QPA# & Description:

Revision Date (if applicable):	Due Date:

Non-Conformance Information

Type of Non-Conformance:	Severity:

Non-Conformance Description:

***Section 2 (Completed by Contractor)**

Contractor Cause Analysis:

***Section 3 (Completed by Contractor)**

Contractor Corrective Action:

***Section 4 (Completed by Contractor)**

Contractor Preventive Action:

***Section 5 (Completed by IDOA)**

Maintenance Plan for Corrective Action:

Contractor Signature:	Date:
IDOA Signature:	Date:



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Contractor Corrective Action Plan (CAP)**

INSTRUCTIONS FOR COMPLETING THE CONTRACTOR CORRECTIVE ACTION PLAN FORM

Section 1 is to be completed by IDOA.

The severity level will be selected based on one or more of the columns defined below.

Severity Scale				
Level	Definition	Performance	Cost	Schedule
Extreme	Event that has a severe impact on achieving desired contract results, to the extent that one or more of its critical objectives will not be achieved.	Performance unacceptable; does not meet overall contract requirements.	Contract impacted by greater than \$5 million.	Key contract event or milestone delayed by more than 3 months.
High	Event that has a significant impact on achieving desired contract results, to the extent that one or more stated objectives will fall below acceptable levels.	Performance unacceptable; Significant changes required. Does not meet multiple KPI requirements.	Contract impacted by greater than \$1million but less than \$5 million.	Key contract event or milestone delayed by more than 2 months but less than 3 months.
Moderate	Event that has a moderate impact on achieving desired contract results, to the extent that one or more of its stated objectives will fall well below goals but above minimum acceptable levels.	Performance below goal; moderate changes required. Does not meet a KPI requirement.	Contract impacted by greater than \$50,000 but less than \$1 million	Key contract event or milestone delayed by more than 1 month but less than 2 months.
Low	Event that has a minor impact on achieving desired contract results, to the extent that one or more stated objectives will fall below goals but have little impact on achieving contract objectives.	Performance below goal but within acceptable limits; minor changes required.	Contract impacted by greater than \$0 but less than \$50,000.	Key contract event or milestone delayed by more than 1 week but less than 1 month.

Section 2

Root Cause Analysis methodology should be used for effective problem solving. This section should include a detailed description of the root cause of the non-conformance. It is good practice to continue to ask “why” until the root cause is substantially determined. (“Operator Error” itself is not an acceptable cause!!)

Section 3

This section shall include the actions defined to correct the specific causes identified in section 2. Information should include identifying key personnel and detailed, measurable actions.

Section 4

This section shall include actions defined to ensure that the non-conformance does not recur.

Section 5 is to be completed by IDOA.