

A3 Owner: _____
Revision Date: _____

A3 Investigating a Defect



Defect Identified: What is the Defect?

**Key Metric(s): How Do We Know it is a Defect?
Can We Measure This?**

**Why Did this Defect Occur?
Top Contributing Factors:**

How Can We Reduce the Chance this will Happen Again?

Top Contributing Factors	Actions Taken to Reduce Risk	Who Will Do It and By When?	Status

Reflect: Did Our Actions Work? Lessons Learned.