

Documenting deviations:

- 1) To document a deviation story, it should have complete and factual information, not speculation. Provide statistical references whenever possible. The statements should be brief and identify the problem.
- 2) The body of the story should consist of all the facts complied in reference to one action. Do not combine two actions for a deviation into one. Advise timelines and/or urgency of the problem and the effect of the issue. This data should indicate the action needed to be taken.
- 3) The resolution is often seen as the most essential or final part of the story. Everything is completed, all loose ends are tied up and all questions answered. The resolution will state the action to be taken, revisions to be changed or updated and any physical product to be scraped or documents to be removed or replaced in the time frame necessary. All dates should be recorded and the final action to be taken. The conclusion should be complete and nothing more needs to be stated. The deviation must be signed and dated. NEVER BACK DATE, no matter when the deviation is written or the action is taken.

Thank you and best regards,  
Sharlene Lucio