

# Corrective and Preventative Action (CAPA) Online Management



UL supports the corrective action process through its online CAPA tool that tracks remediation from inception to closure, in real time.

UL's CAPA tool addresses the complications of managing a significant number of complex, site-specific workplace challenges within large-scale supply chain risk management programs.

Centralized data is stored in an easily viewable format, and real-time status reports help to keep corrective actions on plan.

Designed to facilitate collaborative problem-solving between global brands, their vendors and manufacturing sites the tool provides the ability to:

- **Communicate** workplace improvements to clients, suppliers and other stakeholders,
- **Educate** staff on workplace systems,
- **Track and document** audit findings from inception to closure in a centralized system, and;
- **Minimize** administrative efforts in managing the corrective action process.

Findings from UL's workplace assessments are uploaded into the CAPA system, and an email notification with a web link is immediately sent to the supplier, vendor and/or factory.

The supplier or factory creates a CAPA plan for each item needing remediation, and all parties involved in the corrective action process can track implementation online.

Information detailed in the online tool includes:

- Immediate action items
- Preventative action plans to avoid future issues
- Root cause identification
- Timeframes for correction
- Preventative action team or lead accountable responsible for implementation of the plan

**UL is a leading global provider of responsible sourcing auditing and advisory services, which include supply chain monitoring, research and program development, and training. UL's Responsible Sourcing team has the global footprint to provide services in over 140 countries.**

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**For more information, email [RSinfo@ul.com](mailto:RSinfo@ul.com) or visit [ul.com](http://ul.com)**

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