ISO 17025 Audit Findings Closure Playbook

Small-lab worksheet for finding classification, 5C root cause, and evidence closure

Finding Intake

[　] Record finding statement exactly as written by auditor.

[　] Map to clause area (records, process, competence, CAPA, etc.).

[　] Classify risk/impact and recurrence potential.

[　] Assign finding owner and closure due date.

5C Root-Cause Structure

[　] Condition: what was observed and where.

[　] Criteria: requirement or procedure not met.

[　] Cause: systemic root cause, not only human error.

[　] Correction: immediate fix for affected records/work.

[　] Corrective action: system-level prevention change.

Corrective Action Playbook

[　] Define action steps with owners and due dates.

[　] Update procedures/templates where control failed.

[　] Train affected roles and capture completion evidence.

[　] Set effectiveness metric and review date.

Evidence Pack for Next Audit

[　] Before/after procedure versions with approval history.

[　] Closed action log with owner accountability trail.

[　] Sampled records showing control now works.

[　] Effectiveness check results with management review note.

Recurrence Prevention Checks

[　] Has the same issue appeared before in any wording?

[　] Were upstream process triggers addressed?

[　] Are backup owners defined for critical actions?

[　] Is monitoring cadence defined and scheduled?