

Appendix C. Failure Resolution Form

A failure resolution form (FRF) is a useful tool for collecting, organizing, and retaining information about RSL failures to submit to your brand customers or for your own records.

There are a variety of tools available to define, analyze, solve, and prevent any future instances of the problem. One such tool is 8D. Further information on 8D methodology can be found at <https://quality-one.com/8d/>.

Figure 8. Example of a Failure Resolution Form

RSL Failure Resolution Form (FRF) Fields marked with * are required	
Which Brand was the sample tested for	Product type
Lab where sample was tested	Lab reference #
Sample Submitter Information	
Sample Submitter Company*	Sample Submitter Contact Name*
Sample Submitter Contact Info (phone/fax/email)*	
Vendor Information	
Vendor Name*	Vendor Code
Sample Information	
Material or Product Name*	Material Type*
Material Number or Product Code (or SKU)	Date Material Made
Color Name 1*	Color Code 1*
Sample Type* <input type="radio"/> Production-quality material <input type="radio"/> Research & development material <input type="radio"/> Finished product	
Follow up actions	
How much material is affected by this failure?	
Where is the affected material now?	
Describe your immediate next steps (for example) <ul style="list-style-type: none"> • material on hold. • material will be dropped. • formal root cause analysis to be performed. 	
Please list any additional corrective and preventative actions:	
Name of the person filling this form*	Date*