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| **ITEM #**      | **STUDY**      |
| In our efforts to continually improve our products and services, we ask that you take some time to provide us with some feedback on your recent product. Upon our review of the Guidance and Accountability Form (GAF), we note that there is a difference of opinion as to whether something was completed as required or not. On the attached GAF, you will note a checkmark placed by the supplier in one or more of the areas, and a differing indication by the DEA review. This is possible because we were either not clear in documenting our requirement, or the supplier did not understand the requirement. Regardless, we are trying to reduce the amount of rework with products.We appreciate you taking some time to look at why there is a misunderstanding between what was asked for and what was provided. We would like for you to document your findings below and return this form to us so we can improve the process. |
| **One method of discovering a root cause for a problem is to ask “Why?” five times to a situation. For example, let’s say there is a discrepancy on providing a map. Start by asking why there was no map. The answer may be that there is but not where it was asked for. Follow-up by asking why was it not where it was asked for. Continue asking why to the answer three more times. The final answer usually gets to a root cause.** |
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| **Please return this completed form with your corrections.** |

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