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| Código de Plan: | **# (Solicitar a Procesos)** | Proceso: | (donde se aplicará el plan) |

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| **TIPO DE ACCIÓN:** | Acción de mejora: |  | Gestión de Riesgo (Acción preventiva): |  | Acción correctiva: |  |  |

|  |  |
| --- | --- |
| **Descripción del RESULTADO o la SITUACIÓN detectada:** | (Descripción breve del resultado o situación detectada, evidencia objetiva y requisito que se incumple, podría incumplir o aspecto que se puede mejorar) |

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| **FUENTE DE INFORMACIÓN:** | | | | | | |  | | | |  | |  | | | | |  | | | No. o código de referencia  (Si aplica): | | | | |  | | | |  | |  |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **TIPO DE RESULTADO:** | | | | | | | Resultado positivo: | | | |  | | Oportunidad  de mejora: | | | | |  | | | Observación: | | | | |  | | | | No conformidad: | |  |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Técnica de análisis de causas utilizada en casos de AP y AC:** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  |  | | |  | No Aplica | | | |  | 5 ¿Por qué? | | | | |  | Pareto | | | | | |  | Causa-efecto | |  | | | Otra: | | |  | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Causa raíz: | | | (Es requisito en el caso de las AP y AC. En otros tipos de acción solo si se considere necesario y existe causa identificada) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| **No.** | | **Acción a realizar** | | | | | | | | | | | | **Responsable** | | | | | **Fecha inicio** | | | | | **Fecha fin** | | | **Avances** | | | | | |
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| Líder o responsable/ puesto: | | | | | | (nombre del líder o jefe/ puesto que ocupa) | | | | | | | | | | | Fecha de elaboración del plan: | | | | | | | | | |  | | | | | |
|  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Firma Líder del Proceso  (Nombre) | | | | | | | |  | | | | Firma Enlace del Proceso (Nombre) | | | | | | | |  | | | | | | | | | Firma Jefatura de Procesos (Nombre) | | | |