Supplier Corrective Action Request (SCAR)

Protection Technology Group, hereinafter referred to as PTG, uses Supplier Corrective Action Request (SCAR) form to notify suppliers of quality issues on incoming products or services and for requesting suppliers to take appropriate actions to prevent recurrences.

SCAR maybe initiated when the product arrived, at a later day as a result of production line rejects attributable to the supplier, as part of the Material Review Board (MRB) disposition, or upon discovery of any supplier caused issues during the products' lifetime cycle. SCARs may also be initiated on first article failures, for poor cumulative supplier performance over time, and/or for other performance deficiencies such as poor on-time delivery.

The nonconforming parts may or may not be returned to the supplier. The entire shipment maybe rejected if the number of defective parts or defects found is deemed excessive or has exceeded the sampling plan's "Ac/Re" criteria.

SCARs are due 10 working days from time of issuance and must be responded electronically via email to PTG Purchasing. (Please note: Containment Action is to be completed within 3 working days.) Request for time extension must be initiated by the supplier and sent along with a status report to PTG Purchasing prior to the due date. Only those requests showing reasonable efforts or progress on the investigation will be considered.

SCAR responses are reviewed by PTG Purchasing Management and Supplier Quality Engineering to ascertain that the root cause identified is sound, the corrective and preventive actions are reasonable and robust enough to prevent any recurrence.

If the responses are found to be unacceptable (such as incomplete, vague, not addressing the problem, unrealistic, pointing to third party as the problem), it will be rejected back to the supplier with the reasons for the disapproval. The rejected SCAR response will need to be revised. The time allowed for the rewrite is typically no more than 3 calendar days.

Untimely and/or inadequate responses to the SCARs will result in demerit points towards the supplier score. Repeated corrective action failures, nonconformance attributable to systemic deficiency, continual poor quality or poor on-time delivery performances will have significant impact to the supplier score. Suppliers with low scores maybe disqualified and/or removed from the Approved Supplier List.

Reference Guide for filling the Supplier Corrective Action Request (SCAR)

This guide outlines on what type of information and level of details that PTG expects from a supplier on a Supplier Corrective Action Request (SCAR) response.

PTG's SCAR form closely follows the industry's 8D report format. Even though on the form itself, there isn't a section for the Team roster, it is strongly recommended that the Team Approach methodology be used when addressing the problem.

The headings in **bold** below represent the different sections on the PTG SCAR form. The information that need to be entered for each section are underlined and *italicized.*

Problem Description
The PTG personnel who initiate the SCAR will fill in the description of the problem along with the header information. Photos are included when feasibly and deemed helpful.

Product Containment
The intent of doing containment is to prevent PTG from receiving additional parts with the defect(s) AND to identify any part with the identical or similar defect(s) that might have shipped prior to this discovery or might even exist in the parts that PTG had already shipped to the customers.

At a minimum, supplier should look into the following areas and to identify, define and implement containment actions to isolate them.

- Parts in your stock
- Parts in transit directly or drop shipped to PTG
- Parts in your WIP
- Parts shipped prior to the discovery from the same lot and/or may potentially have similar defects

In the SCAR response, please outline what you found and didn't find for the above.

Problem Cause (root cause)
This could be the most challenging or time consuming section. There are a lot of literatures written on root cause identification. One can use 5-Whys or Ishikawa Diagram (aka fish-bone diagram) to map causes against effect/problem identified. When using the 5-Whys methodology, be sure that it is the drilling down to 5 levels of the "why" **but NOT** the 5 different reasons or possible reasons that could have caused the problem. In order words, don't just address the symptom. Symptoms are not to be regarded as actual causes but rather as signs of the existing problem.

Also identify why the problem has not been noticed at the time it occurred, why it escaped the inspection system. Escape Point is defined as the earliest control point in the control system following the Root Cause that should have detected the problem but failed to do so.

All causes need to be verified or proved, and not determined by fuzzy brainstorming or "educated" guesses.

Determine, Identify and Verify Root Causes and escape points.

Immediate Corrective Actions

This is to decide an appropriate course of action to fix the problem, put the plan into action and ensure that the action has solved the problem.

Describe in detail all the actions you are taking to correct the problem.

Action taken to prevent recurrence of problem (synonymous to Preventive Action)

Preventive action is a pro-active measure to deal with the problem before it happens.

Describe in detail all the actions that you are implementing to prevent recurrence of this and all similar problems.

If revising the steps in the work instruction is the preventive action, please include the verbiage of the changes. Don't just say "revise/update/change work instructions".

Follow-up plans to insure CA was effective (synonymous to Effectiveness Review)

Establish thorough follow-up to ensure the correction is effective and recurrence has been prevented. This can be via trial runs, tests, future products and etc.

State the verification plan you will use to confirm whether the corrective actions and preventive actions that you put in place are effective or not.

Each of the sections on the Supplier Corrective Action Plan has a "Completed On" date field. *Please enter the actual date that the action is completed or will be completed.*

The SCAR can not be submitted for approval earlier than the completion date for any sections other than the **Follow-up** section. The completion date for the Follow-up can be a future date that you anticipated the effectiveness verification will be completed.

If you opt to use your own corrective action form, please be sure that it contains identical sections as the PTG's SCAR form at a minimum.

Finally, *fill in all the boxes in the Responsible Supplier Contact section*.