Supplier Corrective Action Request

Instructions

It is essential that you complete the Supplier Corrective Action Request (SCAR) correctly and in sufficient detail to provide EBA&D with the confidence that the above elements have been suitably addressed in terms of root cause analysis and effective long term corrective actions to prevent recurrence.

The process should start with the supplier forming a cross functional root cause and corrective action team. The size of this team and the team members will vary based on the non-conformance and the activity the team is performing relative to the root cause corrective action process. The team should consist of those persons who own the process, who know the process, who have the data and experience, and are the ones to implement the corrective actions. This team then becomes the vested owners of the problem and solution. Once the team is established consider if additional expertise or outside assistance is needed.

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Line #</td></tr>
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Block 1- Support Issue# - Enter the support issue number supplied with the SCAR notification letter.

Block 2- MRB # and Part No. - Enter the MRB number and Part Number supplied with the SCAR notification letter.

Block 3- EBA&D P.O. # and Line item # - Enter the EBA&D purchase order number and line item of the PO the nonconforming material was delivered against.

Block 4- Description of Non-Conformance - Provide a description of the non-conformance identified in the Material Review Board (MRB).

Block 5- Investigation - Upon receipt of a SCAR from EBA&D, an investigation must be completed by the supplier to validate the non-conformance. This investigation may be comprised of reviewing raw materials used, reviewing build paperwork, dimensional inspections, etc. to understand why the non-conformance exists so that a problem definition can be identified. In order to investigate and correct a problem, it must be clearly and appropriately defined.

Block 6- Hardware Affected - The supplier is to determine if any level of containment is needed and evaluate the product in-process, in-stock, in transit, or at EBA&D. The supplier must determine how much product was found to contain this non-conformance and how much product may potentially contain this non-conformance.

Block 7- Root Cause - The supplier is to determine the underlying reason for the noncompliance. Both the process root cause (causing the product nonconformance) and Quality system root cause (reason the variance was not detected and escaped the supplier's facility) should be analyzed. The factual information and data necessary to assure a thorough cause analysis needs to be collected. The preferred list of quality tools to be used to perform a root cause investigation includes, but is not limited to the following:

Process Flowcharting

Cause and Effect Diagram (Fishbone)

Decision Matrix

5 "Why" Method

Plan-Do-Check-Act

Pareto Analysis

Kaizen event

Brainstorming

Statistical Process Control

EBA&D would like to know the problem solving method used to determine the root cause of this nonconformance. Only the identified root cause(s) should be included on the response to the SCAR including details of how the cause was identified. Supplemental information to support the cause analysis may be included as objective evidence if necessary for understanding or clarification. EBA&D can provide training on root cause analysis if desired. To request training contact your EBA&D Buyer.

Block 8- Correction - The supplier is to determine what is required to correct the existing non conforming material completed ,in process or in shipment. (Screen, Rework, Replace, etc)

Block 9- Corrective Action - The supplier is to detail the steps necessary to successfully generate corrective action(s) needed to contain the process from allowing nonconforming material to escape their facility, or to be otherwise used inadvertently.

Improved tooling, fixturing, gaging, etc.

Modify and better defined manufacturing process.

Revised manufacturing operation instruction sheet to clarify and better define work instructions.

Conduct formal and informal on the job training.

Revise measurement system or where in the process the measurement is taken.

Any documents or processes that have been modified must be included in this section of the SCAR and have EBA&D approval before implementation. This is needed to determine if a previously qualified process will need to be re-qualified.

Block 10- Preventative Action - The supplier shall determine what preventative action should be evaluated and implemented if necessary. The preventative action may be a long term corrective action, such as a new piece of equipment that will preclude a nonconformance. It should be considered to be a proactive undertaking action to eliminate the cause of a potential nonconformance. Preventative action may be in the form of trend (or statistical) analysis or an evaluation of nonconformities that have occurred in similar circumstances, but for other products, processes, or other parts of the organization. Another form of preventative action would be a PFEMA to determine what can go wrong and implement a cure for the situation.

Block 11- Estimated Completion Date - The supplier shall provide completion dates for all actions or steps of the corrective action and preventative action plans. The dates need to be realistic but within a reasonable time frame. EBA&D may require evidence of implementation and verification that all corrective/preventative actions have been evaluated and are effective.

Block 12- Supplier Quality Contact - Indicate the name and contact information for the responsible quality representative.

Block 13- Supplier Quality Signature - Signature of responsible quality representative.