

## Supplier Corrective Action Request

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Transtector uses a Supplier Corrective Action Request (SCAR) form to notify suppliers for quality issues found with products or services and for requesting suppliers to take appropriate actions to prevent recurrences.

SCAR maybe issued during incoming inspection, at a later day as a result of production line rejections 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 issued on first article failures, poor supplier performances, such as poor on-time delivery.

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

SCARs are typically due 2 weeks from time of issuance and must be responded electronically via email to Transtector Purchasing using the NCR\_<number> as the subject line on the email. Do not lump multiple SCARs in a single email. Not using the NCR\_<number> could result in the misplacement of SCAR response or unnecessary delays. **Containment Action is to be completed within 3 working days.** (This is also known as the 3-D Report.) Request for time extension must be initiated by the supplier and sent along with a status report to Transtector 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 Transtector's Purchasing Management and Supplier Quality Engineering to ascertain that the root cause identified is sound and the corrective and preventive actions are reasonable and robust enough to prevent recurrence.

Responses found to be unacceptable (such as incomplete, vague, not addressing the problem, unrealistic, pointing to a third party as the problem) will be rejected back to the supplier for improvement. The rejected SCAR response will need to be revised. The time allowed for the rewrite is typically not more than 3 working days.

Overdue or no responses to the SCARs could result in demerit points. Failure in following through with corrective action, nonconformance attributable to systemic deficiency, continual poor quality or on-time delivery performances will have significant impact to the supplier score. Suppliers with low scores maybe disqualified and removed from the Approved Supplier List.

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## **Reference Guide for Filling the Supplier Corrective Action Request (SCAR)**

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

Also identify why the problem was not noticed at the time it occurred and how it escaped your 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 carefully identified and not determined by fuzzy brainstorming or “educated” guesses.

### **Immediate Corrective Actions**

This is to decide the 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**

Preventive action is a pro-active measure to deal with the problem before it happens. Describe in detail all the actions you are implementing to prevent recurrence of this and other similar problems. For example, if revising the steps in the work instruction is the preventive action, please include the verbiage of the change and don't just say “revise work instructions”.

### **Follow-Up Plans to Insure CA Was Effective** (synonymous to Effectiveness Review)

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. This can be validated by trial runs, tests, inspection of subsequent product runs, etc.

In the “Completed On” date field, please enter the actual date that the action was completed on or will be completed.

The SCAR cannot 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 anticipate the effectiveness verification will be completed.

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Finally, fill in the name and title of the person providing the response and date it.

- If you opt to use your own corrective action form, please ensure that it contains similar sections as the Transtector SCAR form and return the completed form along with the SCAR form you received from Transtector.
- Please use the unique NCR number on the SCAR form for related correspondences.