

SCAR RESPONSE GUIDELINES

An effective Supplier Corrective Action System requires both timely and thorough responses. These guidelines provide guidance on effective completion of the actual Supplier Corrective Action Request (SCAR). The following is a description of the response fields on the SCAR form.

1. **Containment:** Steps taken to bound the issue and limit additional impact by this issue and date containment completed
2. **The Root Cause:** is the fundamental breakdown or failure which, when resolved, prevents a recurrence of the problem.
 - a. Typical Root Cause Areas
 - i. Procedures/Work Instructions
 - ii. Design
 - iii. Planning
 - iv. Training
 - v. Tools/Equipment
 - vi. Work Environment
3. **Root Cause Notes:** details around the root cause investigation, including issues identified
 - a. Clearly understand the non-conformance, (e.g. Failure circumstances, conditions, failure rate, etc.)
 - b. Investigate and identify root causes(s) of the non-conformance
 - c. Define the actions (planned or implemented) to correct cause(s) of the non-conformance to prelude recurrence
 - d. Specify the fundamental area(s) responsible for taking the corrective action(s)
 - e. Provide effectivity by serial number, lot, and or date as applicable
 - f. Review affected processes which might allow similar deficiencies on similar products (Preventive Action)
 - g. Define the system for monitoring the effectiveness of actions
4. **Action(s) taken to correct root cause.**
 - a. Prevents recurrence of the condition noted in the Issue Description as well as in similar parts/processes.
 - b. Action(s) must directly address the root cause.
 - c. An implementation plan should include a schedule for the implementation of the corrective actions identified. The plan should include the name of the individual responsible for implementing the action
5. **Effective Date of Corrective Action:** ECD of Corrective Action Plan
6. **Please provide objective evidence if it will support the Corrective Action determination.**