This worksheet has been prepared to assist suppliers in preparing their response to supplier corrective action requests (SCAR). Following this instruction will help assure that the response to the SCAR contains all the required information and that the response can be accepted on the first submission. Delinquent responses or failure to comply with Raytheon on a corrective action may impact your supplier rating.

If you cannot respond by the due date referenced on the SCAR because of implementation or other logistical issues, then please contact the originator of the SCAR in writing well in advance of the original due date and request a due date extension, accompanied by a reason for delay and a proposed new due date.

Section 1- Supplier Information

The fields within this section are filled out by Raytheon

Section 2- Raytheon Information

The fields within this section are filled out by Raytheon

Section 3 – Issue Description

The fields within this section are filled out by Raytheon

THE FOLLOWING INFORMATION OUTLINED IN THE SECTIONS BELOW IS REQUIRED. THE SUBMISSION OF FILE ATTACHMENTS IS ACCEPTABLE TO ILLUSTRATE A POINT, AND, IN SOME CASES, ADDITIONAL ATTACHMENTS ARE MANDATORY FOR SCAR ACCEPTANCE.

Section 4 – SUPPLIER: CONTAINMENT

Supplier containment should document immediate action(s) taken to eliminate a detected nonconformity in the product, process, or service. Please review Finished Goods/Stores, Work in Progress & In-Transit shipments (or other services) and describe what actions you have taken to identify, document, and quarantine identical or similar noncompliant Raytheon-bound product or services in your factory and/or sub-tier supplier's locations and/or field.

Supplier: Containment

Include the following information (as applicable) as part of the supplier containment response:

a. List in the worksheet the lot numbers, manufacturing dates, and the serial numbers of all suspect product.

b. Please specify if no non-compliant material is found.

c. If no purge, quarantine or screening action is taken (i.e., an "N/A" selection), then please provide a reason why.

Containment Date - Identify the date that containment activities were completed.

Actions completed to contain the nonconformance - Select the actions completed to contain the nonconformance. Select N/A for actions not taken.

a. Actions Completed - Identify how suspect product was contained in WIP, stores, and product ready to ship.
i. **Purge** - Gather all suspect material
ii. **Quarantine** – Segregating/securing all suspect material
iii. **Screen** – Sorting compliant/non-compliant material
iv. **Rework** – Returning non-compliant material to compliance with the Raytheon technical data package (TDP)
v. **Scrap** – Disposal of non-compliant material
vi. **Repair** – Not compliant to TDP. Requires prior MRB approval
vii. **Recall** – Request return of all suspected or identified non-compliant material
viii. **GIDEP alert** – Issue GIDEP alert
ix. **Sub-tier supplier notification** – Notify sub-tier of nonconformance

b. **Additional Details** - List any applicable inspection or testing method(s) used for screening, screening size (i.e., sampling or 100%), etc.

**Other parts, processes or services impacted** - Identify if there are any other parts or processes or services impacted by this nonconformance. Impacted parts would be other products that may have the same non-conformance due to shared materials or processes.

**Section 5 – SUPPLIER: ROOT CAUSE**

Root cause must address why the nonconformance occurred as well as how it escaped detection at your facility.

**Root Cause Tool Used** - *For each defect identified in the SCAR’s Issue Description section, your use of an industry accepted root-cause analysis tool is mandatory* to identify the root cause(s) and a copy of the actual root-cause analysis results **must be attached** with your response submission to Raytheon.

**Root Cause Category** - Identify the direct root cause of the defect. Select one of the following in the SCAR worksheet:

a. **Cannot determine RC** – Must have prior approval from Raytheon before selecting this option
b. **Communication** – Must have prior approval from the Raytheon Supplier Quality (SQ) before selecting this option
c. **Customer Issue not confirmed** – Must have prior approval from Raytheon SQ before selecting this option
d. **Design** - Design of product has caused this failure and the design needs to be modified to prevent this defect from occurring again
e. **Documentation** –
   i. Current documentation is not robust enough to prevent this defect from occurring in the future and need to be modified.
   ii. No documentation is in place to prevent this defect from occurring and a new process/procedure needs to be created
f. **Environment** – could include work conditions that affect performance; e.g., lighting, weather, etc.
g. **Equipment** – Equipment could include hardware, and testing and inspection equipment
h. **Human error** - Must have prior approval from the Raytheon SQ before selecting this option
i. **Inadequate Resources** – Resources could include hardware, staffing, facility space/location, and testing and inspection equipment.
j. **N/A – contain and correct** - Must have prior approval from Raytheon SQ before selecting this option
k. **Observation** - Must have prior approval from Raytheon SQ before selecting this option
l. **Process Inadequate**
   i. Current process is not robust enough to prevent this defect from occurring in the future and needs to be modified.
   ii. No process is in place to prevent this defect from occurring and a new process/procedure needs to be created
m. **Process not followed** – Operator(s) did not follow the procedure. The defect would not have occurred if the operator followed the procedures already in place
n. **Supplier** – This is only selected if the issue was caused by a sub-tier. In this case, a corrective action request should be flowed to the supplier and the supplier’s root cause analysis and corrective action response should be provided to Raytheon.
o. **Training** – Operator(s) did not follow the training provided to them. The defect would not have occurred if the operator followed the training that was administered.

**Root Cause Analysis.** — *For each defect identified in the SCAR’s Issue Description section, use the results of your root cause analysis to complete the following:*

1. Describe the series of events that led to the how defect originated.
2. Explain the root cause of how the defect escaped detection by your location and if applicable, what is causing this defect to span across multiple products or processes.
3. Identify the series of events that led to the root cause.

**Section 6 – SUPPLIER: CORRECTIVE ACTION**

**Identify the corrective action category** - Select corrective action plan taken to fix the root cause category selected in section 5. Select one of the following

a. **Communication Plan** - Must have prior approval from the Raytheon Supplier Quality before selecting this option
b. **Design Change Equipment/Machine Change** – Supplier design change is needed
c. **Material Change** – A change in material is required
d. **No Fault** - Must have prior approval from the Raytheon SQ before selecting this option
e. **Observation** - Must have prior approval from the Raytheon SQ before selecting this option
f. **Personnel Development** - Must have prior approval from the Raytheon SQ before selecting this option
g. **Process/Procedure Change** – Update to process and procedure documents
h. **Software Change** - Software update is required
   i. **Supplier** – Select this option when the sub-tier supplier was the direct cause of the defect. Proof of sub-tier supplier’s corrective action response is required
   j. **Training/ Re-training** – Training log documentation will be required for verification

**Corrective action plan summary** - Identify what actions have been taken to stop the direct, detectability, and systematic causes from occurring again. Describe how the corrective action plan will cover any other parts and or processes impacted
a. **Direct root Cause** – What caused the defect?
b. **Detectability root cause** – What allowed the defect to escape your facility?
c. **Systematic root cause** – If applicable, what is causing this defect to span across multiple products or processes

**Corrective action implementation date** - Identify the date that corrective action activities were completed. If corrective actions are still pending, please provide an estimated completion date for each.