Supplier Training

Supplier Corrective Action Request (SCAR) Form Guide

RESTRICTED PROPRIETARY INFORMATION. Marvin Group proprietary rights are included in the information disclosed herein. Recipient by accepting this document agrees that neither this document, nor the information disclosed herein, nor any part thereof shall be reproduced or transferred to other documents or used or disclosed to others for manufacturing or for any other purpose except as specifically authorized by Marvin Engineering.

UNCLASSIFIED DOCUMENTS. Destroy by any method that will prevent disclosure of the contents or reconstruction of the document.


Contents ITAR restricted. Refer to Marvin Engineering for additional details and instructions.
Objective

To guide suppliers through the relevant sections of MEC’s F-839 Supplier Corrective Action Request form.
Form Overview
### SUPPLIER CORRECTIVE ACTION REQUEST

<table>
<thead>
<tr>
<th>Assigned SCAR QN No.:</th>
<th>Product SNC QN No.:</th>
<th>MEC PO No.:</th>
<th>Date Issued:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier:</td>
<td>Issued To:</td>
<td>Severity: Choose an item.</td>
<td>Program Office: Choose an item.</td>
</tr>
<tr>
<td>Part No.:</td>
<td>Part Description:</td>
<td>PartRev:</td>
<td>S/N (if app):</td>
</tr>
<tr>
<td>MEC SQE:</td>
<td>MEC Contact Email:</td>
<td>MEC Contact Phone:</td>
<td>MEC SCAR Due Date:</td>
</tr>
</tbody>
</table>

**MEC assigned SCAR Number**

**MEC internal number**

**MEC PO the product came under**

**Day SCAR was issued**
# Form Header Information

**SUPPLIER CORRECTIVE ACTION REQUEST**

<table>
<thead>
<tr>
<th>Assigned SCAR QN No.:</th>
<th>Product SNC QN No.:</th>
<th>MEC PO No.:</th>
<th>Date Issued:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier:</td>
<td>Issued To:</td>
<td>Severity: Choose an item.</td>
<td>Program Office: Choose an item.</td>
</tr>
<tr>
<td>Part No.:</td>
<td>Part Description:</td>
<td>PartRev</td>
<td>S/N (if app):</td>
</tr>
<tr>
<td>MEC SQE:</td>
<td>MEC Contact Email:</td>
<td>MEC Contact Phone:</td>
<td>MEC SCAR Due Date:</td>
</tr>
</tbody>
</table>

- **The Supplier the PO was issued to**
- **MEC contact at Supplier**
- **Defaults to “Minor”**
  
  *Does not mean SCAR is of “minor” concern*
- **MEC program this PO supports**
## Form Header Information

### SUPPLIER CORRECTIVE ACTION REQUEST

<table>
<thead>
<tr>
<th>Assigned SCAR QN No.:</th>
<th>Product SNC QN No.:</th>
<th>MEC PO No.:</th>
<th>Date Issued:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier:</td>
<td>Issued To:</td>
<td>Severity:</td>
<td>Program Office:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Choose an item.</td>
<td>Choose an item.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part No.:</th>
<th>Part Description:</th>
<th>PartRev:</th>
<th>S/N (if app):</th>
<th>MEC Production Order No. (if app):</th>
</tr>
</thead>
<tbody>
<tr>
<td>MEC SQE:</td>
<td>MEC Contact Email:</td>
<td>MEC Contact Phone:</td>
<td>MEC SCAR Due Date:</td>
<td></td>
</tr>
</tbody>
</table>

- **Part with nonconformance**
- **Description of part**
- **Revision of Part**
- **Serial Number(s) of affected parts (if applicable)**
- **Filled out if nonconformance was caught during assembly at Marvin**
# Form Header Information

## SUPPLIER CORRECTIVE ACTION REQUEST

<table>
<thead>
<tr>
<th>Assigned SCAR QN No.:</th>
<th>Product SNC QN No.:</th>
<th>MEC PO No.:</th>
<th>Date Issued:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supplier:</td>
<td>Issued To:</td>
<td>Severity:</td>
<td>Program Office:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Choose an item.</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>Part No.:</td>
<td>Part Description:</td>
<td>PartRev:</td>
<td>MEC Production Order No. (if app):</td>
</tr>
<tr>
<td></td>
<td></td>
<td>S/N (if app):</td>
<td></td>
</tr>
<tr>
<td>MEC SQE:</td>
<td>MEC Contact Email:</td>
<td>MEC Contact Phone:</td>
<td>MEC SCAR Due Date:</td>
</tr>
</tbody>
</table>

- **SQE Point of Contact for this SCAR**
- **SQE Point of Contact Email**
- **SQE Point of Contact Phone Number**
- **Day SCAR response is due**
Problem Statement

To be filled out by MEC Personnel:

**Purchase Order Requirement:**

*MEC SQE will fill in what MEC PO requirement was unmet due to nonconformity*

**Product Non-Compliance Description:** *IS and S/B conditions of SNC QN*

*MEC SQE will fill in the product defect(s) in a “S/B” and “Is” format. For internal MEC reference purposes, this section may also include the inspector’s name, day of inspection, and internal MEC inspection lot number*
Action Response Section

1 Containment:

Product Containment: (Actions taken to quarantine product affected. Determination of whether other products are affected by the identified root cause(s), including product already delivered to the customer)

Product containment may include actions such as checking parts that may be inventory and checking WIP if any

Process Containment: (Containment actions taken to verify if the process failure that led to the escape has affected other product. Determination of whether other processes are affected by the identified root cause(s))

Process containment may include actions such as checking if inspection had a checkpoint for the nonconformity
Action Response Section

Root Cause(s):

Product Root Cause(s): *(Root cause of product non-conformance)*

*Product root cause is looking for more than the immediate source of the defect. For more information, refer to The MEC Root Cause Corrective Action training found in the MEC supplier webpage*

Process Escape Root Cause(s): *(Root cause of the process failure that led to the escape)*

*Process root cause is looking for more than the last process point of escape. For more information, refer to the MEC Root Cause Corrective Action training found in the MEC supplier webpage*
Action Response Section

Corrective Action:

Product Corrective Action(s): (What is the immediate action to correct the specific product non-conformance?)

*Product corrective action is looking for correction(s) to prevent the nonconformity from recurring. More inspection is not sufficient as inspection catches, but does not prevent, a nonconformity.*

Process Escape Corrective Action(s): (What is the immediate action to correct the process failure that led to the escape? Action taken to correct the weakness which allowed deficient product to be presented to MEC for acceptance)

*Process escape corrective action is looking for correction(s) to prevent the process failure from recurring.*
Preventive Action: Preventative action taken or planned to eliminate the cause(s) and prevent recurrence of the noncompliance to include addressing people, process and/or tools as indicated:

Product Preventative Action(s): *(What is the preventative action to prevent the product non-conformance from recurring?)*

Product preventative action is looking for correction(s) to prevent a similar nonconformity from occurring in other parts. That is,

Process Escape Preventative Action(s): *(What is the preventative action to prevent the recurrence of the process failure that led to the escape?)*

Process escape preventative action is looking for system correction(s) that would prevent a similar process failure from occurring in the future.
Extension Request Section

If an extension is needed, this section must be filled out and sent to the SQE (not a buyer, program manager, etc.) *prior* to the SCAR due date.

- There must be a justified reason for the extension. “I need more time” is not a justified reason.
- The extension may or may not be granted based on the justified reason provided.
<table>
<thead>
<tr>
<th>Action Response Section</th>
</tr>
</thead>
</table>

### EXTENSION REQUEST SECTION

**EXTENSION (if app):**

**Reason:**

*Reason for extension request. Must also include amount of time being requested and/or the suggested new due date.*

<table>
<thead>
<tr>
<th>Extension Request Submitted by:</th>
<th>Date:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Accepted</th>
<th>Rejected</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Internal MEC use only**

**Name of person at supplier requesting the extension**

**Day extension request was submitted to MEC**
Extension Request Section

Whether your extension request is **accepted** or **rejected**, the SQE will reply back within **one** business day.

- **If accepted**, the SQE will reply with scope of acceptance and confirmation of new due date.
- **If rejected**, the SQE will reply with reason for rejection and reaffirmation of original due date.
Supplier Response Submittal

For a response to be processed, the action response section must be fully filled out. In addition, include objective evidence of the corrective and preventative actions you have implemented as a result of the SCAR.

Objective evidence may include:

- Updated work instructions
- Training records
- Pictures
- Etc.
# Response Receipt Section (and beyond)

Supplier does not need to fill out anything below this section. Everything from here on is for internal MEC use by the SQE.

<table>
<thead>
<tr>
<th>RESPONSE RECEIPT SECTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response Submitted by:</td>
</tr>
<tr>
<td>Date:</td>
</tr>
<tr>
<td>Comments:</td>
</tr>
</tbody>
</table>

- **Accepted**
- **Rejected**

**Reason for Rejection:**

*MEC to clearly list each reason(s) for rejection:

**MEC USE ONLY**
Extension Request Section

Whether your SCAR response is accepted or rejected, the SQE will reply back within two business day.

- If accepted, the SQE will ask for objective evidence if it was not included with the response or if the evidence was insufficient.

- If rejected, the SQE will send back the SCAR form with the Reason for Rejection filled out and a clear explanation of why the response was rejected. The supplier will be given five business days to submit a new response.
SCAR Validation

After a SCAR response has been accepted and sufficient objective evidence provided, MEC will place the SCAR in a validation period. This period is meant to ensure the actions taken are sufficient to prevent additional nonconformities from arriving at MEC.
SCAR Closure

If no recurrence is observed during the validation period, the SQE will notify the supplier the SCAR has been closed. The supplier may request a copy of the closed SCAR as verification of closure.

If a recurrence is observed, the SQE will notify the supplier that their implemented actions were insufficient. The SCAR will be moved out of validation and a new investigation will be requested.