The Marvin Group

Supplier Training

MARVIN ENGINEERING COMPANY

MARVIN TEST SOLUTIONS

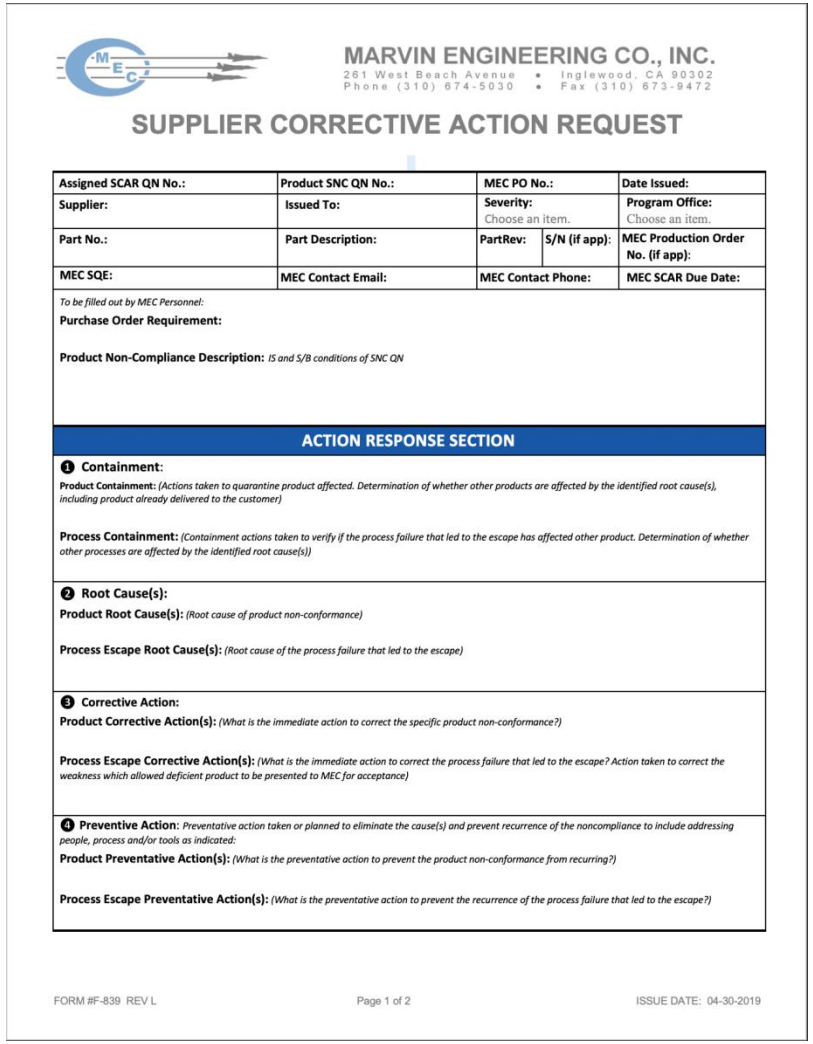
MARVIN LAND SYSTEMS

Supplier Corrective Action Request (SCAR) Form Guide

Objective

To guide suppliers through the relevant sections of MEC's *F-839 Supplier Corrective Action Request* form.

Form Overview



MARVIN ENGINEERING CO., INC.
261 West Beach Avenue • Inglewood, CA 90302
Phone (310) 674-5030 • Fax (310) 673-9472

SUPPLIER CORRECTIVE ACTION REQUEST

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

To be filled out by MEC Personnel:

Purchase Order Requirement:

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

ACTION RESPONSE SECTION

❶ 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)*

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))*

❷ Root Cause(s):

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

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

❸ Corrective Action:

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

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)*

❹ 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?)*

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

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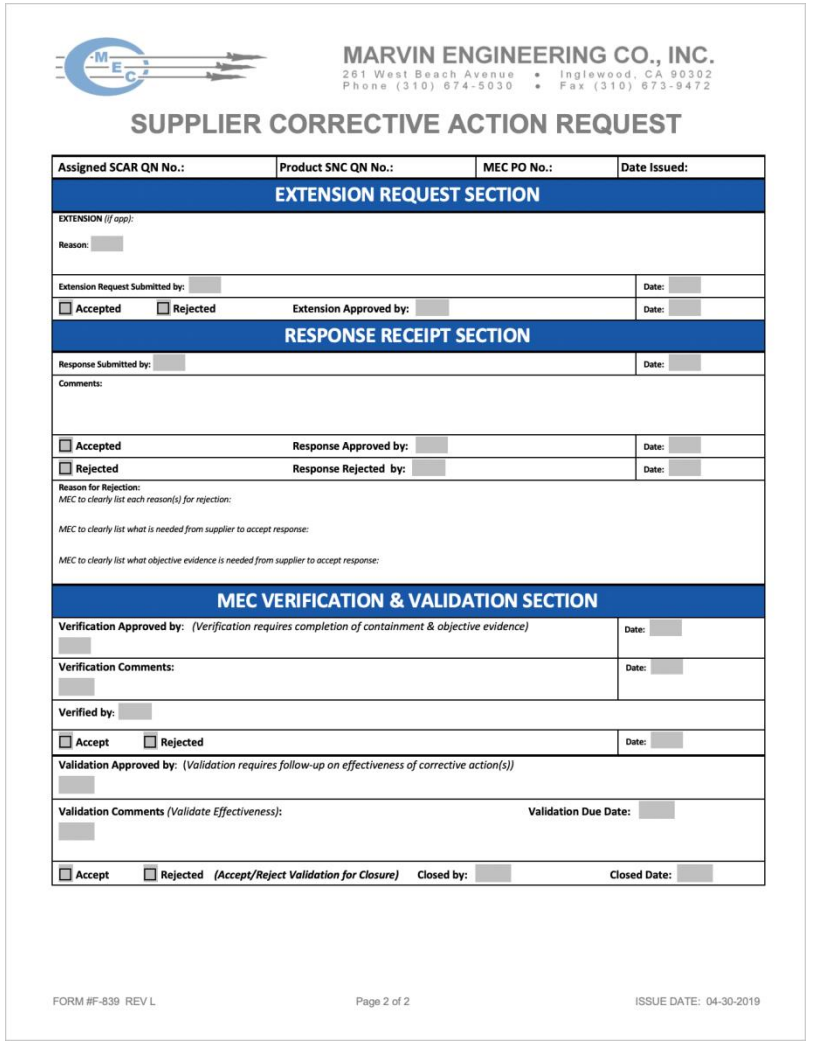

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SUPPLIER CORRECTIVE ACTION REQUEST

Assigned SCAR QN No.:	Product SNC QN No.:	MEC PO No.:	Date Issued:

EXTENSION REQUEST SECTION

EXTENSION *(if app)*:

Reason:

Extension Request Submitted by: **Date:**

☐ **Accepted** ☐ **Rejected** **Extension Approved by:** **Date:**

RESPONSE RECEIPT SECTION

Response Submitted by: **Date:**

Comments:

☐ **Accepted** **Response Approved by:** **Date:**

☐ **Rejected** **Response Rejected by:** **Date:**

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

MEC to clearly list what is needed from supplier to accept response:

MEC to clearly list what objective evidence is needed from supplier to accept response:

MEC VERIFICATION & VALIDATION SECTION

Verification Approved by: *(Verification requires completion of containment & objective evidence)* **Date:**

Verification Comments: **Date:**

Verified by:

☐ **Accept** ☐ **Rejected** **Date:**

Validation Approved by: *(Validation requires follow-up on effectiveness of corrective action(s))*

Validation Comments *(Validate Effectiveness)*: **Validation Due Date:**

☐ **Accept** ☐ **Rejected** ***(Accept/Reject Validation for Closure)*** **Closed by:** **Closed Date:**

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Form Header Information

SUPPLIER CORRECTIVE ACTION REQUEST

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

MEC assigned SCAR Number

MEC internal number

MEC PO the product came under

Day SCAR was issued

Form Header Information

SUPPLIER CORRECTIVE ACTION REQUEST

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

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

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

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

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

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

❶ 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

❷ **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

❸ **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.

Action Response Section

❹ **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.

Action Response Section

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.

Extension Request Submitted by:	**Date:**
☐ **Accepted** ☐ **Rejected** **Extension Ap** *Internal MEC use only*	**Date:**

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

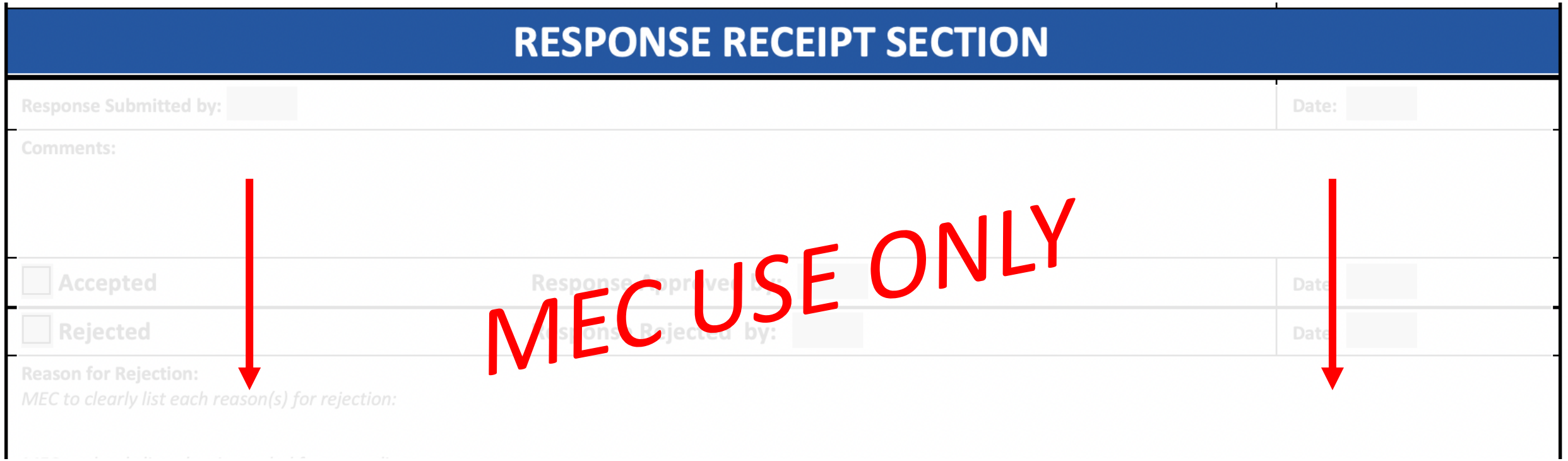
For a response to be processed, the action response section must be fully filled out. In addition, include objective evidence of the corrective and preventative actions you have implemented as a result of the SCAR.

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.



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.