

SIG4-004 Supplier Corrective Action Report (SCAR) Form

D0: Identification

SIG SAUER personnel fills out section D0.

SCAR #:			
Part Number:		Rev:	
Part Description:			
Problem:			
Initial Qty:			
Supplier:			
QWC#/ NMR#:			
Date SCAR initiated:		Date Response Due:	
Issuer:			

SIG SAUER personnel to update Standard Receipt and remove part from Skip Lot.

D1: Team

Supplier personnel fill out section D1 to provide cross-functional team.

Name	Department	Company

D2: Problem Description

Describe the issue that is causing the parts or process to fail, from the customer's point of view. *Specify nominal dimension(s) and tolerance(s), actual measurement(s), and gaging method(s).* Insert photos or drawings as required. Reference balloon numbers from print if applicable. SIG SAUER personnel fills out section D2.

D3: Interim Containment Action

Temporary actions to very quickly contain the problem and “fix” it until permanent corrective actions are in place. Containment actions should be put into place in less than 48 hours after the problem is found and must continue until completion of the SCAR. SIG SAUER personnel fills out “Customer Floor” portion of *Containment Action by Part Location* table for section D3; supplier is responsible for filling in “In-Transit” and “Supplier Floor” portions of *Containment Action by Part Location* table, as well as *Supplier Containment Action Checklist* table for section D3.

Containment Action by Part Location										
	Part Location (add or remove as necessary)	QTY	Action					Responsible	Target Date	Completed Date
			UAI	Scrap	Rework	Sort	RMA			
Customer Floor	Finished Goods Warehouse									
	Inventory Warehouse									
	In-house Process 1 WIP									
	In-house Process 2 WIP									
	Outside Process 1 WIP									
	Outside Process 2 WIP									
	In-Transit									
Supplier Floor	Finished Goods Warehouse									
	Inventory Warehouse									
	In-house Process 1 WIP									
	In-house Process 2 WIP									
	Outside Process 1 WIP									
	Outside Process 2 WIP									

Put N/A in any boxes that do not apply

Supplier Containment Action Checklist			
Action	Responsibility	Target Date	Completed Date
Remove suspect parts from shipping area and place hold on part number to prevent additional bad parts from leaving facility.			
Communicate recovery plan to customer to avoid line shut down. Include how to disposition parts on customer’s floor and what to do with parts in transit to customer.			
Send proposal for rework method to customer. Customer approval is required.			
Begin rework of in-house parts if rework is possible and approved by customer.			
Sequester and scrap in-house parts if rework is not possible.			
Request waiver if customer is willing to accept parts.			
If customer agrees to waiver parts, clearly label parts that are shipped to customer with waiver number. Record waiver number.			
Acceptable parts shipped to customer-approved containment actions must be clearly labeled as certified stock and include SCAR # appearing at the top of this form. Labeling of shipments must continue up to and including the third shipment after the closure of this SCAR.			

Put N/A in any boxes that do not apply

D4: Root Causes

Determine the root cause(s) of why the parts or process failed. Remember that turning a root cause off and on must turn the problem with the parts or process off and on. Insert 5 Why analysis, fish bone diagrams, Shainin, Red X, or other problem-solving methods here if desired. Supplier is responsible for filling in Root Causes for failed part(s)/process(es) and escape(s) for section D4.

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Determine the root cause(s) of why the failed parts escaped to the customer.

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D5/D6: Identify Solutions and Implement Permanent Corrective Actions

Describe the fixes necessary to solve the problem by correcting the root cause. Fixes must be tested and shown to be effective before implementing. These may involve new tools or equipment, part design changes, improved gaging, etc. Validate each change to ensure that the corrective action does what it is supposed to do and make sure there are no undesirable side effects. Utilize the Action Item Table below. Supplier is responsible for filling in *Action Item* table for sections D5/D6.

Action Item Table					
Corrective Action	Verified?	How Verified	Owner	Target Date	Completed Date

Put N/A in any boxes that do not apply

D7: Prevent Recurrence

Determine what improvements in systems and the process that would prevent the problem from reoccurring. Ensure that the corrective actions remain in place and successful. Findings need to be documented and shared to help others from repeating the same mistakes. Supplier is responsible for filling in table and “like” parts for section D7.

Review documents and systems and update them as necessary, including but not limited to:

Document/ System	Responsibility	Target Date	Completed Date
Control Plans			
Engineering Specifications			
Manufacturing Work Instructions			
QC Work Instructions			
Preventative Maintenance Procedures			
Job Descriptions			
Training Programs			
Other			

Put N/A in any boxes that do not apply

Attach supporting documents

Indicate “like” parts, which will also require review for implementation of any of the above improvements:

Supplier Approval:

Title	Print Name	Sign Name	Approval Date

D8: Customer Feedback

The SCAR is not complete until the customer has acknowledged that the corrective actions have cured the problem for a significant period for specified part(s) and “like” parts. *SIG SAUER personnel fills out section D8.*

Response Receipt and Acceptance (by issuer):

Title	Print Name	Sign Name	Acceptance Date

Closed By (issuer or designee):

Title	Print Name	Sign Name	Closed Date