

The Diemasters

SUPPLIER CORRECTIVE ACTION REQUEST (SCAR)

1) General Information:

Initiated by:	SCAR #
Supplier:	Date:
IMPORTANT: We require a formal response to this SCARF by: _____ Failure to respond by this date, will negatively impact your vendor rating.	

2) Describe the problem:

Specify the internal/external customer problem by identifying in quantifiable terms; who, what, when, where, why, how, how many (5W2H) for the problem.

3) Interim Containment Actions:

Define and implement containment actions to isolate the effect of the problem from any internal/external customer until corrective action is implemented. Verify the effectiveness of the containment action.

4) Define and Verify Root Causes:

Identify all potential causes that could explain why the problem occurred. Isolate and verify the root cause by testing each potential cause against the problem description and test data. Identify alternative corrective actions to eliminate root cause.

5) Implement Permanent Corrective Actions:

Implement the best permanent corrective actions. Choose on-going controls to ensure the root cause is eliminated. Once in production, monitor the long-term effects and implement contingency actions, if necessary.

6) Verify the Effectiveness of Corrective Actions:

Through pre-production test programs quantitatively confirm that the selected corrective actions will resolve the problem for the customer, and will not cause undesirable side effects. Define contingency actions, if necessary based on risk assessment.

7) Prevent Recurrence/Error Proofing:

Modify the management systems, operating systems, practices, and procedures to prevent recurrence of this and all similar problems.

8) Congratulate your team:

Diemasters SCARF Approvals: Follow-up Required Yes No

Purchasing: _____ Date: _____

Quality Assurance: _____ Date: _____