



Responding to a Supplier Corrective Action (SCAR)

In iSupplier

Responding to a SCAR – Email Notification

To: ISUPPLIER <production.workflows@gmail.com>
cc:

Subject: Action Required: Supplier Correction Action Request # 1310-4215 has been issued by Altec

From	Hall, Mandy
To	ISUPPLIER
Sent	02-OCT-2013 13:00:27
ID	6615712

Altec has issued a Supplier Corrective Action Request for the item(s) listed below. We request that each new Corrective Action Request be responded to with a "Containment Action Plan" within 48 hours and then a full "Corrective Action" within 30 days of receiving this request. We would appreciate a quick response to this request.

You may follow this link to access the Corrective Action application inside Altec's iSupplier Portal: [Supplier Corrective Action Request](#)

Thanks,
Mandy Hall
Altec Inc.
Mandy.Hall@altec.com

Supplier Corrective Action Request Information

Corrective Action Request #: **1310-4215**
Status: **Pending Supplier Evaluation**
Supplier: **XYZ SUPPLIER**
Altec Organization: **Northern Final Assembly**
Altec Contact: **Hall, Mandy**
Date Issued: **2013/10/02**
Date Completed:
Containment Action Plan Due: **2013/10/04**
Corrective Action Due: **2013/11/01**
Brief Description: **Corrosion on welds before being assembled**
Detail Description:

You should receive an email notification that a SCAR has been issued by Altec. The information provided in the email includes a description of the issue, the Altec location that issued it, and the SCAR number for reference.

The **Supplier Corrective Action Request** link should direct you to log into iSupplier and open the notification (slide 4) to respond to the SCAR.

Responding to a SCAR – iSupplier Login

You can also log into iSupplier and check for new entries in the Notifications section. In this example we will click on the highlighted link that states a new SCAR has been issued by Altec.

The screenshot shows the iSupplier Portal interface. The top navigation bar includes the Altec logo, the text 'iSupplier Portal', and a menu with 'Navigator' and 'Favorites'. Below this is a secondary navigation bar with links: Home, Purchase Orders, Shipments, Account, Product, Admin, MRP, **Returns/SCARs** (highlighted with a red circle), Performance, and Documents/Training. A search bar is located below the navigation bar with the text 'Search PO Number' and a 'Go' button.

The main content area is divided into two columns. The left column contains two sections: 'Notifications' and 'Orders At A Glance'. The 'Notifications' section has a 'Full List' button and a table with two columns: 'Subject' and 'Date'. A red box highlights the first row of the table, which contains the text 'Supplier Correction Action Request # 1310-4215 has been issued by Altec' under the 'Subject' column and '02-Oct-2013 11:00:27' under the 'Date' column. The 'Orders At A Glance' section also has a 'Full List' button and a table with three columns: 'PO Number', 'Description', and 'Order/Revision Date'. The table contains four rows of data, with the first two rows highlighted in blue.

The right column contains a link 'Personalize "Home Page Right Column"' and several sections: 'Planning', 'Orders' (with links to 'Purchase Orders' and 'Purchase History'), 'Shipments' (with links to 'Delivery Schedules', 'Overdue Receipts', and 'Advance Shipment Notices'), 'Receipts' (with a link to 'Receipts'), 'Invoices' (with a link to 'Invoices'), and 'Payments' (with a link to 'Payments').

Subject	Date
Supplier Correction Action Request # 1310-4215 has been issued by Altec	02-Oct-2013 11:00:27

PO Number	Description	Order/Revision Date
1049890	AC	11-Sep-2013 08:11:18
1047502	autocreate	11-Sep-2013 07:10:30
1049620	autocreate / 970124079 per Stock Line Short Board, Getting added to Century Link BOMs per Mike Holylye. jb	11-Sep-2013 06:43:14
321383-7010	MASTER	11-Sep-2013 06:33:09
321383-	MASTER	11-Sep-2013 01:47:30

Responding to a SCAR - Notification

 iSupplier Portal

Navigator Favorites Home Logout Preferences Help Personalize Page Diagnostics

Home Purchase Orders Shipments Account Product Admin MRP Returns/SCARs Performance Documents/Training

Supplier Correction Action Request # 1310-4215 has been issued by Altec

Close this Notification

From: Hall, Mandy
To: ~WF_ADHOC-325784
Sent: 02-Oct-2013 12:00:27
ID: 6615712

[Personalize Table Layout: \(NtfDetailsEn.NtfDetailsAttr.rightTable\)](#)

Altec has issued a Supplier Corrective Action Request for the item(s) listed below. We request that each new Corrective Action Request be responded to with a "Containment Action Plan" within 48 hours and then a full "Corrective Action" within 30 days of receiving this request. We would appreciate a quick response to this request.

You may follow this link to access the Corrective Action application inside Altec's iSupplier Portal: [Supplier Corrective Action Request](#)

Thanks,
Mandy Hall
Altec Inc.
Mandy.Hall@altec.com

[Supplier Corrective Action Request Information](#)

Corrective Action Request #: **1310-4215**
Status: **Pending Supplier Evaluation**
Supplier: **XYZ SUPPLIER**
Altec Organization: **Northern Final Assembly**
Altec Contact: **Hall, Mandy**
Date Issued: **2013/10/02**
Date Completed:
Containment Action Plan Due: **2013/10/04**
Corrective Action Due: **2013/11/01**
Brief Description: **Corrosion on welds before being assembled**
Detail Description:

After opening up the Notification, click on the **Supplier Corrective Action Request** link to respond to the SCAR.

Note: A response is due within 48 hours of receiving this notice and the full evaluation is due within 30 days.

Entering the Containment Action Plan

Request Issued

Containment Action Plan

Altec Review

Supplier Corrective Action

Altec Review

Complete

Supplier Corrective Action Request # 1310-4215

Return

Pending Action!
All Correction Action Requests must be responded to via a 'Containment Action Plan' within 48 hours. Followed by A full 'Corrective Action' within 30 days of receiving the initial request. Links are located below.

- Containment Action Plan
- Supplier Corrective Action - Pending Approval of Containment Action

Detail Information
[Personalize "Detail Information"](#)

Corrective Action
Supplier
Supplier Division
Date Issued
Requested By
Organization
Debit Memo
Serial Number(s)

1310-4215
XYZ SUPPLIER
ALL
02-Oct-2013
Hall, Mandy
Northern Final Assembly
123456A

Status
Date Completed
Corrective Action Due
Corrective Action Received
Corrective Action Approved
Corrective Action Approved By
Keyword(s)

Pending Supplier Evaluation
01-Nov-2013
Corrosion

Related Information
[Supplier Corrective Action](#)
Attachments **None** [Add](#)

Brief Description
Corrosion on welds before being assembled

Detailed Description

This is the Supplier Corrective Action Request (SCAR) page. Here you will click on the link **Containment Action Plan** to display a new page for entering the containment data.

☐ **Item(s) Involved**

Item Number	Supplier Item	Serial Number	Description
No results found.			
Date Item(s) Shipped	Provider	Tracking #	

Entering the Containment Action Plan

Request Issued **Containment Action Plan** Altec Review Supplier Corrective Action Altec Review Complete

Supplier Corrective Action Request # 1310-4215 Return

Pending Action!
All Correction Action Requests must be responded to via a 'Containment Action Plan' within 48 hours. Followed by A full 'Corrective Action' within 30 days of receiving the initial request. Links are located below.

- [Containment Action Plan](#)
- [Supplier Corrective Action - Pending Approval of Containment Action](#)

Containment Action Plan

Add Action Item(s) Protected rows are maintained by Altec associates.

Task Description **Assigned To:** ***Results Achieved:** **Due:** **Effective:** **Delete**

(example: 17-Sep-2013)

[Personalize Flow Layout: \(Containment@utor](#)

Close Cancel Apply Send Containment Actions to Altec

Attachments

Add Attachment

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

Entering the Containment Action Plan

Enter the data for one or more Action Items to define your Containment Action plan. To add additional lines – click on the Add Action Item(s) button again.

Note: It is required to enter data into **Results Achieved**.

To save the information entered click **Apply**. When all of the Containment Action plan is entered, click on **Send Containment Actions to Altec**.

Request Issued Containment Action Plan Altec Review Supplier Co

Supplier Corrective Action Request # 1310-4215

Pending Action!

All Correction Action Requests must be responded to via a 'Containment Action Plan' within 48 hours. Followed by A f
Links are located below:

- [Containment Action Plan](#)
- Supplier Corrective Action - Pending Approval of Containment Action

Containment Action Plan

Add Action Item(s) Protected rows are maintained by Altec associates

#	*Task Description	Assigned To:	*Results Achieved:	Due:	Effective:	Delete
	Touch up paint on welds before shipping	John Doe	Better paint coverage of welds	07-Oct-2013 (example: 17-Sep-2013)	09-Oct-2013	
	Check for parts that have corrosion	Jane Smith	Identify parts with corrosion	07-Oct-2013 (example: 17-Sep-2013)		

Close Cancel Apply **Send Containment Actions to Altec**

Attachments

Add Attachment

Title	Type	Description	Category	Last Updated By	Last Updated	Usage	Update	Delete
No results found.								

To enter an attachment, click on **Add Attachment**. This is optional.

Entering the Containment Action Plan

- Supplier extra effort to protect the Customer from identified problem
- Quarantine & Clear suspect inventory
- Extra layer of inspection or testing until Corrective Action is verified
- Collect and provide Containment data if requested by the Customer
- Don't "Break" Containment – prevent reoccurrence

Entering the Containment Action Plan

Request Issued Containment Action Plan **Altec Review** Supplier Corrective Action Altec Review Complete

Confirmation
All updates have been completed successfully! The completed Containment Action Plan has been sent to Altec for review.

Supplier Corrective Action Request # 1310.4215

[Return](#)

Detail Information

[Personalize "Detail Information"](#)

Corrective Action	1310-4215	Status	Pending Altec Review	Related Information Supplier Corrective Action Attachments None Add
Supplier	XYZ SUPPLIER	Date Completed		
Supplier Division	ALL	Corrective Action Due	01-Nov-2013	
Date Issued	02-Oct-2013	Corrective Action Received		
Requested By	Hall, Mandy	Corrective Action Approved		
Organization	Northern Final Assembly	Corrective Action Approved By		
Debit Memo		Keyword(s)	Corrosion	
Serial Number(s)	123456A			

Brief Description: Corrosion on welds before being assembled

Detailed Description:

After you click **Send Containment Actions to Altec** on the previous slide, this window displays the new status of the SCAR.

The timeline bar at the top will also update to show Altec Review.

Altec Response to Containment

To: ISUPPLIER <production.workflows@gmail.com>
cc:

Subject: Action Required: Altec has Approved your Containment Action Plan for Supplier Corrective Action Request # 1310-4215

From: Hall, Mandy
To: ISUPPLIER
Sent: 10/07/2013
ID: 6615716

Altec has accepted your Containment Action Plan.

You may now use this link to complete the Supplier Corrective Action: [Supplier Corrective Action](#)

Thanks,
Mandy Hall
Mandy.Hall@altec.com

Once Altec has accepted the Containment Action, you will receive an email notification (example to the left). Click on the Supplier Corrective Action to log into iSupplier and view the SCAR.

There will also be a new Notification (example below) on the Home tab of iSupplier. Click on the link to view the notification.

2. Containment Action = Interim actions to immediately isolate the effect of the problem

#	Task Description	Assign To:	Due Date:	Effective Date:	Results Received:
1	Touch up paint on welds before shipping	John Doe	2013/10/07	2013/10/09	Better paint coverage of welds
2	Check for parts that have corrosion	Jane Smith	2013/10/07		Identify parts with corrosion

Action History

Num	Action Date	Action	From	To	Details
1		Submit	Hall, Mandy	~WF_ADHOC-325786	

[Home](#) [Purchase Orders](#) [Shipments](#) [Account](#) [Product](#) [Admin](#) [MRP](#) [Returns/SCARs](#) [Performance](#) [Documents/Tra](#)

Search

Notifications

Full List

Subject	Date
Altec has Approved your Containment Action Plan for Supplier Corrective Action Request # 1310-4215	03-Oct-2013 09:41:39
Supplier Correction Action Request # 1310-4215 has been issued by Altec	02-Oct-2013 11:00:27

Orders At A Glance

Altec Response to Containment

To: ISUPPLIER <production.workflows@gmail.com>
cc:

Subject: Action Required: Altec would like for you to resubmit your Containment Action Plan for Supplier Corrective Action Request # 1310-4255

From	Hall, Mandy
To	ISUPPLIER
Sent	
ID	6624715

Altec has REJECTED your Containment Action Plan! We ask that you make the following additions/changes.

Please add additional information regarding parts with corrosion.

You may follow this link to make your update: [Containment Action Plan](#)

Thanks,
Mandy Hall
Mandy.Hall@altec.com

Altec may reject the Containment and request it be resubmitted. There will be a note describing what needs to be changed.

Click on the link to proceed with entering more data for the **Containment Action Plan**.

Entering the Full Corrective Action

[Home](#) | [Purchase Orders](#) | [Shipments](#) | [Account](#) | [Product](#) | [Admin](#) | [MRP](#) | [Returns/SCARs](#) | [Performance](#) | [Documents/Training](#)

Altec has Approved your Containment Action Plan for Supplier Corrective Action Request # 1310-4215

Close this Notification

From: Hall, Mandy
To: ~WF_ADHOC-325786
Sent: 03-Oct-2013 10:41:39
ID: 6615716
Altec has accepted your Containment Action Plan.

You may now use this link to complete the Supplier Corrective Action: [Supplier Corrective Action](#)

Thanks,
Mandy Hall
Mandy.Hall@altec.com

Personalize Table Layout: ([NtfDetailsFn.NtfDetailsAttr.rightTable](#))

Once the Containment is approved by Altec, you can start to enter the full Corrective Action.

From the email link or the iSupplier homepage link (see slide 10) this notification will be displayed.

Click on the **Supplier Corrective Action** link to go to the SCAR screen.

Click on the **Supplier Corrective Action – Pending Completion** link (below) to start entering the data.

2. Containment Action = Interim actions to immediately isolate the effect of the problem

#	Task Description	Assign To:	Due Date:	Effective Date:	Results Received:
1	Touch up paint on welds before shipping	John Doe	2013/10/07	2013/10/09	Better paint coverage of welds
2	Check for parts that have corrosion	Jane Smith	2013/10/07		Identify parts with corrosion

Action History

Num	Action Date	Action	From	To	Details
1	03-OCT-2013 10:41:40	Submit	Hall, Mandy	~WF_ADHOC-325786	

Supplier Corrective Action Request # 1310-4215

Return

Pending Action!

Altec has approved your 'Containment Action Plan' for this request. Now, please respond with a full 'Corrective Action' within 30 days of receiving the initial request. Links are located below.

- [Containment Action Plan - Completed 2013-10-03](#)
- [Supplier Corrective Action - Pending Completion](#)

Entering the Root Causes

- What systems failed?
- Provide a complete investigation
- Supplier should use problem solving tools
5 Why, Brainstorming, 8-D, Cause maps
- Often Multiple causes - Operator error is rarely the only cause
- What was the Root Cause of Escape – Why did it get Supplier inspection or testing controls?

Entering the Full Corrective Action

2. Containment Action - Interim action(s) to immediately isolate the effect of the problem

Add Containment Task

Protected rows are maintained by Altec associates.

#	*Containment Task Description	Assigned To	*Results Achieved	Dates	Delete
1	Touch up paint on welds before shipping	John Doe	Better paint coverage of welds	Due: 07-Oct-2013 Effective: 09-Oct-2013	 
2	Check for parts that have corrosion	Jane Smith	Identify parts with corrosion	Due: 07-Oct-2013 Effective:	 

3. Root Cause Analysis - Underlying reasons why the problem occurred AND why it escaped process controls

Add Root Cause

#	*Cause	Delete
	Some of the painted areas are not fully welded	
	Why?	
1.	engineering doesn't require all joints to be fully welded	
2.	full welds are not required in all areas for strength	
3.		
4.		
5.		

2. Containment Action – There is still the option to add more Containment Action Tasks after it has been approved. Just click on **Add Containment Task** to add more items.

3. Root Cause Analysis – Click on **Add Root Cause** to enter the underlying cause and reasons for how the issue occurred. There can be multiple causes.

****If there is only partial data to enter for the Corrective Action, click on **Apply** to save.**

Entering the Full Corrective Action

4. Corrective Actions – Click on the **Add Corrective Action** button to open up new fields for data entry.

5. Preventative Action – Click on the **Add Preventative Action** button to open up new fields for data entry.

6. Verification – Click on the **Add Verification** button to open up new fields for data entry.

4. Corrective Action - Steps taken to eliminate root causes

Add Corrective Action

#	*Corrective Task Description	Assigned To	*Results Achieved	Dates	Delete
	Change prints to show full welds or use a sealant along the joints that don't have a weld.	Engineering Department	More detailed prints to show full welds and where to apply	Due: 04-Nov-2013 Effective: 28-Oct-2013	

5. Preventative Action - Steps taken to modify systems and procedures to prevent recurrence of similar kind elsewhere

Add Preventative Action

#	*Preventative Task Description	Assigned To	*Results Achieved	Dates	Delete
	All parts going from weld cell to paint line to be inspected for full welds or sealant to match the engineering prints	John Doe	inspection of parts	Due: 28-Oct-2013 Effective: 28-Oct-2013	
	All parts to be kept off floor and protected once painted.	John Doe	eliminate any contamination from sitting the floor that	Due: 21-Oct-2013 Effective: 21-Oct-2013	

6. Verification - Identify Methods to verify completion and effectiveness of actions taken

Add Verification

#	*Verification Method	Assigned To	*Results	Dates	Delete
	Test mil thickness on painted welds	Jane Smith	verify paint thickness	Due: 21-Oct-2013	

Entering the Corrective Actions

- Are the Corrective Actions tied to Root Causes?
- Do Corrective Actions address Systemic problems – Control Plans or other Controls?
- Have the Escape causes been addressed?
- Are the Corrective Actions effective?
- Are there any reoccurrences after Corrective Actions are implemented – Should be found in Containment ?

Entering the Full Corrective Action

7. Component Disposition - What will be done with the component after analysis has been performed (If Applicable)

To be determined by Altec

8. Attachments - Attach related pictures or drawings here

View [Picture of full weld](#) [More...](#)

Attachments

Personalize Flow Layout: (AttachmentTableHeader)

[Add Attachment](#)

Title	Type	Description	Category	Last Updated By
No results found.				

7. Component Disposition – Disposition will be determined by Altec.

To add an attachment click on **More** and then click on **Add Attachment** to open the screen below.

It is optional to enter anything for the Title or Description. The Category option will default to From Supplier.

Click on **Browse** to find the file to attach.

Click on **Apply** to upload the attachment.

Add Attachment

[Cancel](#)

[Add Another](#)

[Apply](#)

Attachment Summary Information

Title	Picture of full weld
Description	
Category	From Supplier

Define Attachment

Type ☒ File ☐ URL ☐ Text

C:\Users\mdhall\Desktop\Weld Picture.jpg

[Browse...](#)

Entering the Full Corrective Action

When all the applicable tasks have been entered into the Corrective Action, click on **Complete Action** to send the data to Altec for approval.

There will be a confirmation message.

Click on **Close Window** to go back to the SCAR screen.

Supplier Corrective Action

Complete Action Apply Cancel Close Window

Supplier Corrective Action

Supplier	XYZ SUPPLIER	Corrective Action Request #	1310-4215
Contact Name		Corrective Action Request Status	Pending Supplier Evaluation
Contact Email		Corrective Action Status	Draft

1. Problem Description - Facts (i.e., where discovered, by whom, when, references and attachments)

Home Purchase Orders Shipments Account Product Admin MRP **Returns/SCARs** Performance Documents/Training

Returns **Corrective Actions**

 **Confirmation**
All updates have been completed successfully. The full 'Corrective Action' has been sent to Altec for review!.

Supplier Corrective Action

Close Window

Completion of SCAR

To: ISUPPLIER <production.workflows@gmail.com>
cc:

Subject: FYI: Supplier Correction Action Request # 1310-4215 has been Completed by Altec

Once Altec has accepted the Corrective Action, you should receive an email to show the SCAR is complete.

From: Hall, Mandy
To: ISUPPLIER
Sent: 17-OCT-2013 16:16:12
ID: 6621569

Altec has **Completed** Supplier Corrective Action Request #1310-4215. We would like to thank you for your quick response to this request.

Thanks,
Mandy Hall
Altec Inc.

Supplier Corrective Action Request Information

Corrective Action Request #: **1310-4215**
Status: **Completed**
Supplier: **XYZ SUPPLIER**
Altec Organization: **Northern Final Assembly**
Altec Contact: **Hall, Mandy**
Date Issued: **2013/10/02**
Date Completed: **2013/10/17**
Corrective Action Due: **2013/11/01**
Corrective Action Received: **2013/10/17**
Brief Description: **Corrosion on welds before being assembled**
Detail Description:
Link to Application: [Link](#)