Procedure Supplier Corrective and Preventive Action P8.5.2/3-2 Rev. G

Approved By: Mike Orsini, Quality Manager

Purpose: To document procedure for supplier corrective and preventive action.

Scope: All corrective and preventive action for supplier problems.

Authority: The Quality Manager has the authority to change or modify this procedure.

Reference Documents and Records

Policy Element 8.5.2 Corrective action and 8.5.3 Preventive action

• Quality Records Procedure P4.2.4

Change History

Date	Change	Rev	Ву
12/01/96	Revised typos	В	MO
12/10/96	Revised for typos	С	MO
12/12/96	Updated to reflect all CARS for preventative action.	D	MO
03/03/97	Removed Low Risk Log. Added use of database QCICAR.MDB	Ш	MO
11/13/98	Revised name of database. Added forms and reports generated by Harrington Group Software. Revised method of initiating a CPAF request. Revised method of closing CAR's. Revised initial filing method for CAR's. Added review of open CAR's to step 9. Added databases to Preventive Action section.	F	МО
10/29/2002	Updated to the ISO 9001:2000 requirements and flowcharted. Defined two types of preventive actions.	G	MO

Supplier Corrective and Preventive Action P8.5.2/3-2 Rev. G Supervisor QA Tech Quality Manager Data Entry or Inspector Notified of vendor related non-conformity Contact Supplier by phone, fax, email or letter to notify them of the rejected material and the need for a corrective action. The DMR section for Supplier Corrective Action is filled in including the date of Write a DMR for material the CAR, Response Date, and the Car number assigned. If a contact is known at the time the DMR is completed then the name of the person the DMR was sent to that is rejected is also filled in. A copy of the DMR (Form # Q-DMR-XX) is given to Purchasing, another placed with the parts as a travel ticket, and another goes to the supplier with the packing slip sent with the parts. Enter the request for CAR into the Corrective Action software database "Supplier Corrective Actions.mdb^{*} Generates a problem detail report (CAP-007) and any associated action detail reports (CAI-006). (temporary) copies of these into the Supplier Corrective Action File (Book). Also places copies of DMR's, inspection reports etc. that are related into this file. Reviews the Harrington Group Corrective Action Database on a minimum of monthly basis to determine which supplier corrective actions remain open. The actions associated with the CAR request will also be reviewed to insure they have all been completed so that the CAR can be closed. Any corrective actions that are not received within the stated response time may be cause for the supplier to be placed on probation. If a supplier is marked as being on probation, then the skip lot log for that supplier will be marked in yellow for the next five lots to indicate that those next five lots received will be required to undergo incoming inspection. The supplier master record in the ERP (VB forms section of Supplier Master) will be updated to reflect status of the supplier. A supplier placed on probation will be checked off as a conditional supplier in the ERP program. Reviews CAR's submitted by suppliers to determine if the CAR is acceptable. If it is then no further action other than to monitor incoming lots is needed and step 7 below gets completed. CAR is deemed not to be acceptable (Does not appear to be sufficient to solve problem) Further action then the QA Manager resubmits a request for Yes required? CAR to the supplier and begins the process over again. Enters all information provided by Suppliers into the Supplier CAR's database. Generates a Problem Summary Report (CAP-XXX) and completed problem detail (CAP-XXX) and actions detail (CAI-XXX) reports. Signs and dates the Problem Detail and Action Detail Reports signifying that the CAR's have been closed and files them in the Supplier CAR's file (book). The original reports (temporary) filed in the book are discarded and the completed forms now replace them. Files documents per Quality Record Procedure P4.2.3. **END**

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