



## **Supplier Quality Management: Supplier Corrective Action Plan Requirements**

At such time as Supplier Quality Management (SQM) requires a supplier to develop a Corrective Action Plan (CAP) the following is to be included, as a minimum, in the supplier's CAP:

1. All containment plans
2. Details of quality issues/concerns/nonconformances/previous requests
3. Details and findings of the Root Cause Analysis
4. How the supplier will address each system nonconformance and any issues which allowed the nonconformance to exist
5. All planned corrective actions and preventative actions that will prevent re-occurrence of further quality escapes impacting the affected Program(s)
6. Target dates for implementation of planned actions
7. Action item points of contact
8. Completion date of plan (date after supplier completes their internal validation of effectiveness plan)

## Supplier Corrective Action Request (SCAR) Response Process

The intent of this document is to provide LM Aero supply base with guidance on how to submit SCAR Responses using the new submission process.

1. **SCAR Issuance/Receipt** - When an LM Aero representative issues a SCAR to a supplier, the supplier will receive a SCAR notification email containing two attachments:

- 1.1. **SCAR Official Document** – the narrative writeup of the nonconformity or nonconformance being issued to you by the LM Aero representative. This attachment will also contain instructions about how to submit the SCAR Response to LM Aero.

- 1.2. **SCAR Response Form** – a template to be completed by the supplier and submitted to LM Aero in response to a SCAR.

2. **SCAR Response Form Completion**

- 2.1. **Complete sections D0 to D5 from the SCAR Response Form.**

*NOTE: Fields outlined in RED are required. The form cannot be submitted without these fields completed.*

- 2.2. **Complete Root Cause and Corrective Action (RCCA)** – RCCA shall be completed by utilizing an industry recognized root cause analysis tool but not limited to the referenced tools (Cause Map, 5-Whys, Fishbone) included in the LM SCAR Response form section D4.

Templates to these RCA tools can also be found at the [LM Quality Requirements Forms](#) link.

- 2.3. **Attach supporting documentation** - Combine and attach any applicable pictures as a .pdf attachment. Click on the "Attach Photo" box in the D2 field to upload the attachment.

**NOTE: DO NOT upload any Export Controlled Information.**

3. **SCAR Submission**

- 3.1. **Supplier shall submit SCAR Response on or before the due date established in the SCAR notification email.** At the completion of field D5, submit the form for Corrective Action Plan (CAP) acceptance by clicking the "Submit Form" button in the red "Attention" box (see Figure 1). An email will pop up with the completed form attached.

**IMPORTANT: Do not modify or change the SCAR Form document name as this will cause issues in the data-transfer into our system.**

*NOTE: Don't forget to attach your completed RCA tool to this email before submitting.*

<b>ATTENTION!</b>	Submit completed response details for steps D0 – D5 to LM SCAR Initiator for acceptance (by clicking the "Submit Form" button below). If SCAR response is accepted, LM SCAR initiator or designated reviewer will establish a date for verifying CAP implementation and validating effectiveness. Do not submit export controlled documentation. Ensure all required fields are complete or insert "Not Applicable."	Submit Form
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Figure 1



- 3.2. **If an extension is needed, contact the SCAR initiator** - A request for a due date extension must be accompanied with a justification and RCCA progress-to-date, including available evidence to demonstrate progress. The SCAR initiator will determine if an extension is granted or not.

*NOTE: SCARs past the due date will negatively impact the supplier's quality rating.*

**4. Corrective Action Plan Response Review and Disposition**

- 4.1. SCAR Initiator will review and disposition the Corrective Action Plan provided by the supplier.
- 4.2. If the CAP is rejected by the SCAR initiator or the LM Aero corrective action review board, the supplier will need to submit a revised CAP.

**5. CAP Implementation (after CAP has been formally accepted by SCAR Initiator)**

- 5.1. Implement all CAP corrective actions and Measure of Effectiveness (MOE) action(s).
- 5.2. Collect ALL objective evidence associated with the completion of CAP and MOE actions.
- 5.3. Submit objective evidence to the SCAR initiator via email. (see Figure 2).

<b>ATTENTION!</b>	Submit MoE objective evidence directly to the SCAR initiator for acceptance. SCAR is considered closed when confirmation is received from the SCAR Initiator stating that the SCAR validation was completed successfully. Additional activities described below are required for LM Aero products.
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Figure 2

**6. Complete Remaining 8D Steps as applicable for LM products.**

**7. SCAR Validation and Closure**

- 7.1. **Assist the SCAR Initiator (as necessary)** in performing SCAR validation activities to determine closure of the SCAR.
- 7.2. **If SCAR validation fails, the supplier will need to submit a revised CAP to the SCAR initiator for approval (Return to Step 2).**

Lockheed Martin Proprietary Information