



SCAR MANUAL

COMPLETE SCAR PROCESS

SCARs are based around the 8D Report process and requires: Root Cause Analysis (3x5w + Fishbone), Corrective Actions, C/A Implementation, and Preventive Actions.

Step 0: APPROVER – Create and Accept Incident as a SCAR.

The image shows two parts of the SCAR process. On the left is a form titled 'Incident #58' with fields for Part (1234 - 1), Creator (Victor Fries), What happened? (Example text of what happened), How many defective parts? (50), Affected Lot Numbers (5), Who Detected it? (Example), How Was it detected? (Example), Approver (Victor Fries), Recurrence (false), When did it happen?, How many rejected parts? (50), Why is it a Problem? (5), Where was it detected? (Example), and Specification not being met (Example). At the bottom are 'Reject', 'Close', and 'Accept' buttons. A green arrow points to a confirmation dialog on the right that says 'Accept the Incident #58 and choose how to solve it?' with 'Request RPS' and 'Request SCAR' buttons. A mouse cursor is clicking 'Request SCAR'.

Step 1: APPROVER - D0 Symptoms or descriptions of concerns

Assure that SCAR Symptoms and descriptions are correct.

The image shows the 'D0 Symptoms or description of concern' form. It has a progress bar at the top with steps D0 through D8, where D0 is highlighted. The form has an 'Update' button and fields for: When did it happen?, How many defective parts? (50), How many rejected parts? (50), Affected Lot Numbers (5), Why is it a Problem? (5), Who Detected it? (Example), Where was it detected? (Example), How Was it detected? (Example), Specification not being met (Example), Attachments (Not provided), Ok condition (Not provided), and NOK condition (Not provided).

Step 2: APPROVER – D1 Establish the Team

Select the team leader of the SCAR.

The image shows the 'D1 Establish the team' form. It has a progress bar at the top with steps D0 through D8, where D1 is highlighted. The form has a 'Team leader' dropdown menu with 'Bill Wayne' selected.

STEP 3: APPROVER – D2 Problem statement

This will notify the leader (supplier) that a SCAR has been assigned to them.

The first screenshot shows the 'Problem statement' section with a 'Notify SCAR to supplier' button. The second screenshot shows the 'Establish the team' section with a table of members.

Name	Email	Department	Phone
Victor Fries	winnie@ppapmanager.com		Not provided
Bill Wayne	bwayne@abodtech.com		Not provided
Dave Grayson	dgrayson@abodtech.com		Not provided

STEP 4: SUPPLIER – D3 Interim Containment actions and verification

Add necessary actions, then request and wait for Disposition from Approver.

The screenshot shows the 'Interim containment actions and verification' section with an 'Add action' button. The table below is empty.

Action	Responsible	Due date	Status	Closure date	Evidence
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The 'Add action' modal form contains the following fields:

- Action description 2
- Responsible: Bill Diaz
- Due date: 06 / 30 / 2023
- Evidence: example .pdf (64.31 KB)

Buttons: Cancel, Add action

The screenshot shows the 'Interim containment actions and verification' section with a 'Request disposition' button and an 'Add action' button. The table below contains one row.

Action	Responsible	Due date	Status	Closure date	Evidence
Action description	Bill Diaz	Jun 29, 2023	Pending	Pending	1 File

STEP 5: APPROVER – D3 Interim Containment actions and verification

Review the Evidence and Grant Disposition by clicking on the *Status* section, choose from Accepted or Rejected status. Wait for *Action* to be *closed* by Supplier and for *Analysis* to be *submitted* for disposition.

The screenshot shows the SCAR #22 interface. On the left is a sidebar with details like Part number (X0001-1), Part description (Part X04), Supplier (Omniiron Plastics LLC), Approver (Victor Fries), Leader (Bill Diaz), Problem (Add a description of the incident), Incident level (D), Recurrence (No), Status (open), and Cost (\$0.00). The main area shows a timeline from Jun 01 to Jul 03 with a blue bar indicating a period from 06/04/2023 to 07/01/2023. Below the timeline is a section titled 'Interim containment actions and verification' with a table:

Action	Responsible	Due date	Status	Closure date	Evidence
Action description	Bill Diaz	Jun 29, 2023	Pending	Pending	1 File

The 'Status' column is highlighted with a green box. To the right, a 'Grant disposition' dialog box is open, showing a 'Disposition*' dropdown menu with 'Accepted' selected, a 'Comment' field with 'Example comment', and buttons for 'Cancel' and 'Grant disposition'.

STEP 6: SUPPLIER – D3 Interim Containment actions and verification

Close Containment Action then proceed to D4.

The screenshot shows the SCAR #22 interface. The 'Interim containment actions and verification' table now shows the 'Status' as 'Accepted' and the 'Closure date' as 'Jun 1, 2023'. The 'Close' button in the table is highlighted with a green box. Below the table, a dialog box titled 'Close action Action description?' is open, with 'No' and 'Yes' buttons. The 'Yes' button is highlighted with a blue box. Below the dialog box, the SCAR #22 interface is shown again, but with the 'Status' column now showing 'D4' instead of 'D3'.

STEP 7: SUPPLIER – D4 Interim Containment actions and verification

Supplier must add the three Types of Analysis to complete D4. i.e., Occurrence, Detection, Systemic.

The screenshot shows the 'Root cause analysis' interface for D4. The 'Add analysis' button is highlighted. The modal form for 'Add analysis' is shown, with the 'Type*' dropdown menu open, displaying 'Occurrence', 'Detection', and 'Systemic'. The form also includes fields for '2nd why', '3rd why', '4th why', '5th why', 'Evidence', 'Root cause classification' (Primary, Secondary, Tertiary cause), and a 'Cancel' button.

Root cause analysis

There are no analysis
[Add analysis](#)

Add analysis

Type*

- Occurrence
- Detection
- Systemic

2nd why

3rd why

4th why

5th why

Evidence

Click or drag to add your files

Root cause classification

Primary cause

Secondary cause

Tertiary cause

*Required fields

Cancel **Add analysis**

Root cause analysis

Request disposition **Add analysis**

	Root cause	Root cause classification	Status	Evidence
+	occurrence	Example	1.1.4 Operator used the wrong tool	Pending @ 1 File
+	detection	Example	3.1.1 Process Technology not fit for purpose	Pending @ 1 File
+	systemic	Example	6.2.1 Standard/Work Instruction missing/inadequate	Pending @ 1 File

STEP 8: APPROVER – D4 Interim Containment actions and verification

Review and provide disposition to all Root cause analysis.

Root cause analysis					
	Root cause	Root cause classification	Status	Evidence	
+	occurrence	Example	1.1.4 Operator used the wrong tool	Pending	@ 1 File
+	detection	Example	3.1.1 Process Technology not fit for purpose	Pending	@ 1 File
+	systemic	Example	6.2.1 Standard/Work Instruction missing/inadequate	Pending	@ 1 File

Grant disposition

Disposition*

Accepted

Comment

Test

*Required fields

Cancel

Grant disposition



Root cause analysis					
	Root cause	Root cause classification	Status	Evidence	
+	occurrence	Example	1.1.4 Operator used the wrong tool	Accepted	@ 1 File
+	detection	Example	3.1.1 Process Technology not fit for purpose	Accepted	@ 1 File
+	systemic	Example	6.2.1 Standard/Work Instruction missing/inadequate	Accepted	@ 1 File

STEP 9: SUPPLIER – D5 Define, select, and verify corrective actions

Add necessary corrective actions.

Define, select and verify corrective actions

Action	Responsible	Due date	Status	Evidence
There are no actions Add action				

Add action

Action: 35 / 500
corrective actions example comment

Responsible: Bill Diaz

Due date: 06 / 30 / 2023

Evidence: Click or drag to add your files

*Required fields Cancel Add action

STEP 10: APPROVER – D5 Define, select, and verify corrective actions

Grant disposition to corrective actions.

Grant disposition

Disposition*

Accepted
Rejected

*Required fields Cancel Grant disposition

STEP 11: APPROVER – D5 Define, select, and verify corrective actions

Approver *Closes* the Corrective Actions.

Implement and validate corrective actions

Action	Responsible	Due date	Status	Evidence
corrective actions example comment	Bill Diaz	Jun 20, 2023	Open	1 File

Close

Close action corrective actions example comment?

No Yes

Complete D6 by clicking on the button located on the top right.

Implement and validate corrective actions

Complete D6

Action	Responsible	Due date	Status	Evidence
corrective actions example comment	Bill Diaz	Jun 29, 2023	Closed	@ 1 File

Re open

STEP 12: SUPPLIER – D7 Prevent recurrence

Supplier must add *Preventive Actions* and *Modified Documents*, then request and wait for disposition from approver.

Prevent recurrence

Preventive actions

Add preventive action

Preventive action	Responsible	Verification date	Evidence	Status
There are no preventive actions Add preventive action				

Modified documents

Add document

Document	Responsible	Modification date	Evidence	Status
There are no modified documents Add document				

Add preventive action

Add modified document

Request disposition

Add preventive action

Preventive action	Responsible	Verification date	Evidence	Status
Preventive action example	Bill Diaz	Jun 29, 2023	@ 1 File	Pending

Add document

Document	Responsible	Modification date	Evidence	Status
Procedure	Bill Diaz	Jun 29, 2023	@ 1 File	Pending

STEP 13: APPROVER – D7 Prevent recurrence

Approver must provide Accepted or Rejected disposition for corrective actions.

Prevent recurrence

Preventive actions

Preventive action	Responsible	Verification date	Evidence	Status	
Preventive action example	Bill Diaz	Jun 29, 2023	@ 1 File	Accepted	⋮

Modified documents

Document	Responsible	Modification date	Evidence	Status	
Procedure	Bill Diaz	Jun 29, 2023	@ 1 File	Accepted	⋮

STEP 14: APPROVER – D8 Closure

Approver must click on the *Close button*. SCAR will update to CLOSED. Supplier will be notified via email.

Closure

Close

SCAR #22

Details

Part number
X0001-1

Part description
Part X04

Supplier
Orion Plastics LLC

Approver
Victor Flores

Leader
Bill Diaz

Problem
Add a description of the incident

Incident level
D

Recurrence
No

Status
closed

Cost
\$0.00

Print SD

Download ZIP

SD Charge back

Timeline

Jun 01 Jun 05 Jun 12 Jun 19 Jun 26 Jul 03

01 06/04/2023

02 06/08/2023

03 07/01/2023

Closure

SCAR #22 is closed

CREATE A SUPPORT TICKET AT:

<https://ppapmanager.freshdesk.com/support/tickets/new>

FREQUENTLY ASKED QUESTIONS:

<https://ppapmanager.freshdesk.com/support/home>