Kiuey
by PPAP Manager
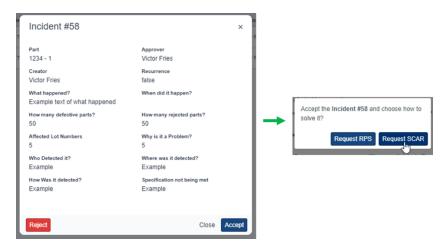
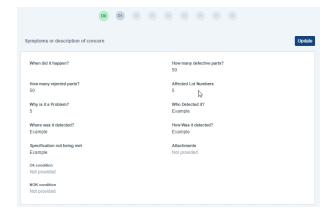# SCAR MANUAL

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.

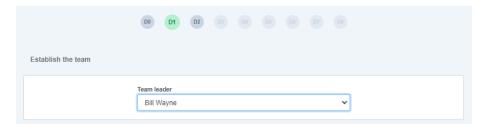**Step 0: APPROVER –** Create and Accept Incident as a SCAR.

Step 1: APPROVER - D0 Symptoms or descriptions of concerns

Assure that SCAR Symptoms and descriptions are correct.

Step 2: APPROVER – **D1** Establish the Team
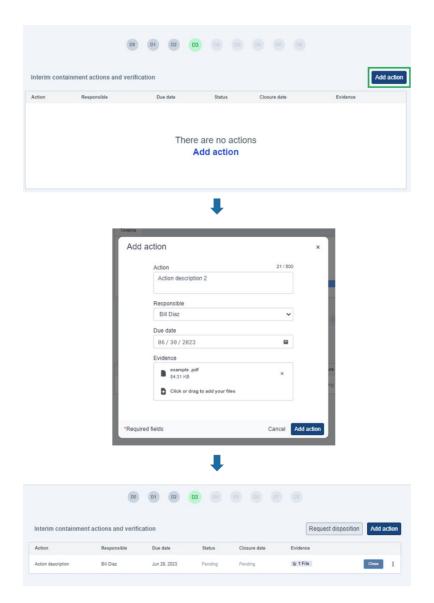
Select the team leader of the SCAR.

STEP 3: **APPROVER – D2** Problem statement

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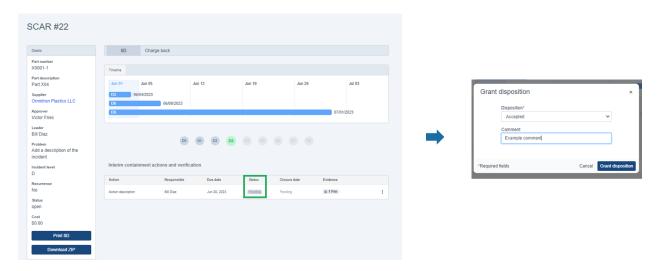

STEP 4: **SUPPLIER – D3** Interim Containment actions and verification

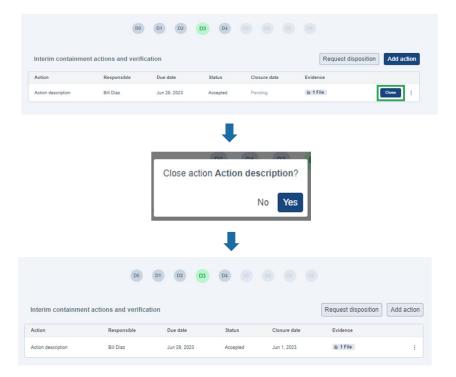Add necessary actions, then request and wait for Disposition from Approver.

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.
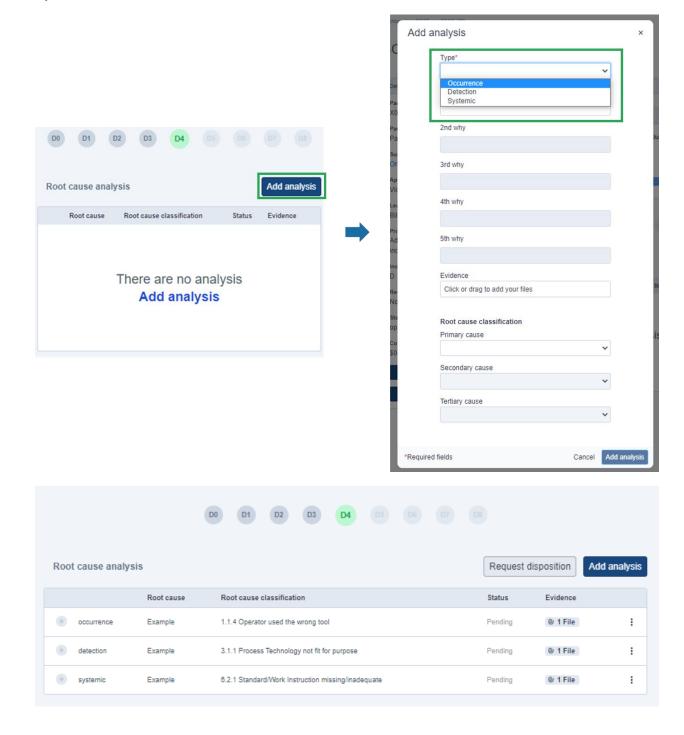

STEP 6: SUPPLIER – D3 Interim Containment actions and verification
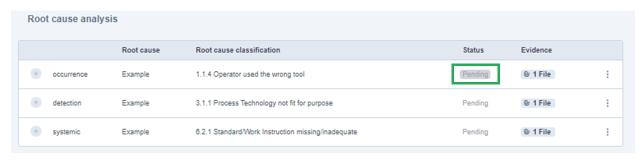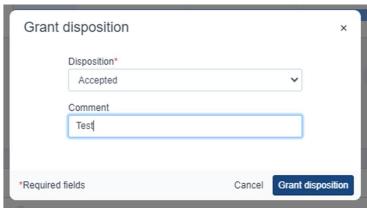
Close Containment Action then proceed to D4.

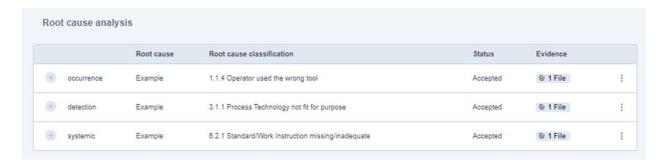Supplier must add the three *Types* of Analysis to complete D4. i.e., Occurrence, Detection, Systemic.

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

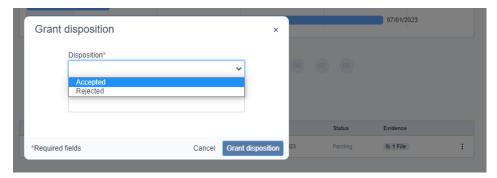|	Root cause	Root cause classification	Status	Evidence	
⊕ occurrence	Example	1.1.4 Operator used the wrong tool	Accepted	⊕ 1 File	⋮
⊕ detection	Example	3.1.1 Process Technology not fit for purpose	Accepted	⊕ 1 File	⋮
⊕ systemic	Example	6.2.1 Standard/Work Instruction missing/inadequate	Accepted	⊕ 1 File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

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

Add necessary corrective actions.

STEP 10: APPROVER – D5 Define, select, and verify corrective actions
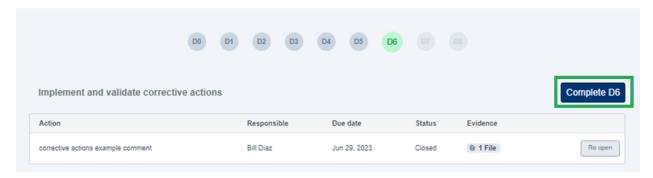
Grant disposition to corrective actions.

STEP 11: APPROVER – D5 Define, select, and verify corrective actions
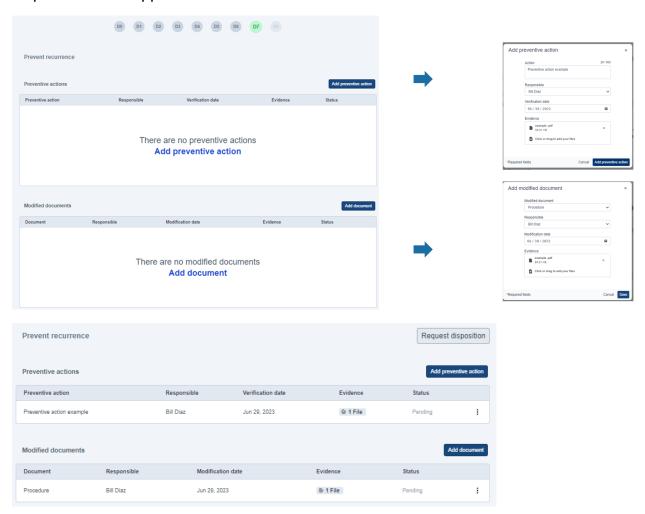
Approver *Closes* the Corrective Actions.

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

STEP 12: SUPPLIER – D7 Prevent recurrence

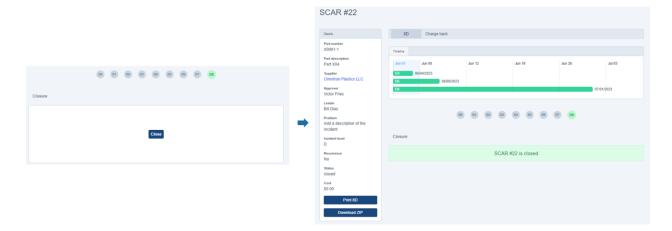Supplier must add *Preventive Actions* and *Modified Documents*, then request and wait for disposition from approver.

STEP 13: APPROVER – D7 Prevent recurrence

Approver must provide Accepted or Rejected disposition for corrective actions.

STEP 14: APPROVER – D8 Closure

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

CREATE A SUPPORT TICKET AT:

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

FREQUENTLY ASKED QUESTIONS:

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