# PROCESS OWNER

* 1. Triumph Group Quality Management

# APPLIES TO

* 1. Triumph Group Supply Chain Management (TGSCM), Triumph Group Company Quality Management (TGCQM) and Triumph Group Companies (TGC) as noted in the Triumph Group Supplier Quality Assurance Manual SQAM\_001.

# PURPOSE

* 1. This procedure establishes and documents the requirements associated with obtaining supplier corrective action. The Electronic Supplier Corrective Action Response process (E- SCAR) deployed in the Triumph Group Supplier Portal ([triumphsupplysource.com](http://www.triumphsupplysource.com/)) shall be used to obtain corrective action in support of the following conditions:
		+ Product Nonconformance
		+ Audit Findings
		+ Supplier Performance Improvement Plan (SPIP)
		+ Management System Process failures
		+ Notification of escapes

# REFERENCE DOCUMENTS

# SQAM\_001 Triumph Group Supplier Quality Assurance Manual

* 1. SCMP 5.1 - Approved Supplier List Management
	2. SCMP 7.1 – Supplier Quality Alerts
	3. AS9100, AS9110, AS9115, AS9120, AS6500 – Aerospace Standards for Quality Management Systems for manufacturing, maintenance and repair stations, Deliverable Software Systems, Distributors and Manufacturing Management programs.
	4. Triumph Group Company Quality Management System processes as may be applicable per the individual sites.

# DEFINITIONS

# BUSINESS PROCESS: Business processes are a collection of linked tasks that contribute to the end output of delivery of the product or service to the customer. Typically, the Business Process is that of the organizations documented Management System.

# CORRECTIVE ACTION (CA)/ ROOT CAUSE/CORRECTIVE ACTION (RCCA): Actions planned and implemented to eliminate or reduce the causes of a non-conforming product, manufacturing process, business process and/or services in order to prevent recurrence or to mitigate the risk.

# E-SCAR: The Triumph Group’s Electronic Supplier Corrective Action Request portal and process to control the inputs and data collection necessary to ensure effective Corrective Actions are taken and responses are timely in manner.

# NOE: A Notice of Escape to the customer where a product or service has been delivered/provided to Triumph by a supplier that does not meet the Triumph purchase order requirements.

# RESPONSIBILITIES

* 1. Triumph Group Company Quality (TGCQM) initiates requests and monitors supplier corrective actions in accordance with this procedure. No technical data is to be included in the E-SCAR unless the necessary Export Jurisdiction and Classification has been performed and all necessary licenses are in place.
	2. Suppliers process their Corrective Actions (ESCARS) in accordance with TSCMT 2-2 Supplier Response to E-SCAR training process and per any TGC unique requirements which may be flowed down by an individual Triumph Group Site.
	3. Triumph Group Company Quality is responsible to review each process step within the Supplier’s responses and approve/reject responses accordingly. Upon satisfactory completion of all steps required, the TGCQ ensures the close-out of the ESCAR process.
	4. Triumph Group Company Quality is responsible to assess the data metrics on supplier ESCAR responses and take appropriate actions as metrics dictate. (Response times, quality of response, sustainability of corrective action, rejection of E-SCAR, etc.)

# PROCEDURE

* 1. The E-SCAR consists of 3 discrete phases depending on type selected. Phase 1 addresses immediate action and containment, Phase 2 addresses root cause corrective action and Phase 3 addresses verification of corrective action. For non-product impact, only Phases 2 and 3 are required.
		1. E-SCAR types are:
			1. Product Nonconformance

This type is typically associated with an internal nonconformance detected during receiving or in-process inspection. Criteria for issuing this type of E-SCAR can include:

* A customer notification of defective product (customer returns to Triumph)
* Three or more of alike defects in a period of time (Example: 4 occurrences over 7 deliveries)
* High severity of defects per part (many defects per small opportunities)
* Major business impact
* NOE Note: E-NOE submitted in Triumph Portal launches a “NOE E-SCAR”
* High Quantity of defects per lot
	+ - 1. Survey – Product Impact

This type is associated with an on-site Triumph audit resulting in system findings where product impact has been determined. Criteria for issuing this type of E-SCAR can include:

* Minor or Major Finding
	+ - 1. Survey – Non-Product Impact

This type is associated with an on-site Triumph audit resulting in system findings with no initial effect on product. Criteria for issuing this type of E-SCAR can include:

* Minor or Major Finding
	+ - 1. Supplier Performance

This type is associated with negative trends reflected in the supplier’s quality scorecard. Criteria for issuing this type of E-SCAR can include:

* High Risk Score, as defined by scorecard
* High DPMO, poor OTD or OTIF
* 3 - 6 month downward trend in performance score(s)
	+ - 1. Process – Product Impact

This type is associated with a process failure where product impact has been determined. Criteria for issuing this type of E-SCAR can include:

* Three or more of alike defects
* Nonconformances with major business impact
* NOE
	+ - 1. Process – Non-Product Impact

This type is associated with a process failure with no initial effect on product. Criteria for issuing this type of E-SCAR can include:

* Noncompliance with major business impact
* Three or more of alike non-product noncompliance
* NOE
* Consistently missed or late deliveries
	1. Once the E-SCAR has been initiated the system will determine the correct initial phase response required and default to a programmed response due date.
		1. For Phase I, (Containment) E-SCAR processing, the system will require a maximum of seven (7) calendar day response time from the Supplier. Containment actions should be done immediately to mitigate risk (24-48 hours). Immediate actions will be taken to ensure compliance with customer and regulatory requirements.

***NOTE:*** For containment requirements at the Triumph Group site issuing the E-SCAR, the system does not track response times for these activities, Supplier Quality shall be responsible to ensure appropriate and timely actions are taken if applicable to the ESCAR and finding.

* + 1. For a Phase II, (Root Cause/Corrective Action) E-SCAR processing, the system will require a fourteen (14) calendar day response time.

***NOTE:*** When processing a non-Product E-SCAR the system will take you to phase 2, the Supplier Quality Engineer (SQE) processing the E-SCAR may have to populate the 14 Calendar days into the Date Input Field that will pop up when clicking on the approval button. Ref: Para 7.1.1.6

* + 1. Both may be manually changed to accommodate an earlier or later response due date.
	1. **PHASE I ACTIVITIES - CONTAINMENT and IMMEDIATE ACTIONS:**
		1. In Step I Section 1, Suppliers shall stipulate their actions taken to contain product as may be necessary to ensure the Control of Non-Conforming Product.
		2. Triumph Group site initiating the E-SCAR shall ensure Lot Purges/Re-inspections are performed as may be necessary to ensure all in-house product is contained and controlled. (This is not recorded in the E-SCAR Record, so these records shall be maintained independently of the E-SCAR data.)
		3. In Step 1; Section II, Suppliers shall assign personnel as necessary.
		4. In Step 1, Section III, Suppliers shall record all applicable Milestone Activities as may be necessary for their containment actions and include expected Closure Dates for each deliverable. The more precise the data, the greater capability of granting an extension, if necessary.
			1. Add attachments as may be necessary for providing evidence of completion/compliance to the stated activities.
	2. **PHASE I ACTIVITIES – IMMEDIATE ACTIONS:**
		1. In Step 2 Section 1, the Supplier shall record the immediate CA taken to correct the specific non-conformance to the specific product(s)

This may include activities that may have been authorized thru an MRB disposition to rework/repair the product(s), or machine adjustments, inspection enhancements, process instruction improvements.

* + 1. In Step 2 Section II, the Supplier shall assign and record personnel as necessary
		2. In Step 2 Section III, Suppliers shall record all applicable Milestone Activities as may be necessary for their immediate corrective actions and include expected Closure Dates for each deliverable. If a given milestone task has been completed, list the closure date of the action taken. The more precise the data, the greater capability of granting an extension, if necessary.
			- * Add attachments as may be necessary for providing evidence of completion/compliance to the stated activities.
		3. If completed and CLOSING PHASE I, the supplier shall select “Save and Submit Containment and Immediate Action Plan for Triumph Approva”l and click on the “PROCESS E-SCAR” button.
		4. If the supplier has more information or documentation to add, and they are not closing the Phase I section, they shall select “Save and Close” and then click on “PROCESS E-SCAR” and this will enable the E-SCAR to remain in the Suppliers queue.
	1. When the Phase I portion is completed by the supplier clicking on the Save and Submit option button, the Status of the E-SCAR will move to PHASE I, TRIUMPH; indicating the responsibility within the ESCAR process now lies on the Triumph Site that issued the ESCAR.
	2. **TRIUMPH GROUP SITE PROCESS – PHASE I**
		1. The Phase I activities will populate and the Triumph Action section will show..
		2. Provide comments as may be necessary within the Phase I Comments field, add any attachments that may be necessary, such as additional insights of the defective that may have been collected from the Containment/Stock Purge process. If rejection of the supplier Phase I is required, select “Reject - Return to Supplier”. Provide explanation and direction in the field that appears; “Reason for Rejection”. Rejection may be for inadequate containment or missing information. If additional information is pending or needed, click on “Save Changes” and the E-SCAR will remain in Triumph company queue.
		3. If the Supplier’s response is satisfactory, click on “Approve – Process to Phase 2” and the E-SCAR will transfer into the Suppliers queue, and they will be notified the E-SCAR is ready for their PHASE II portion.
		4. When approving the response and proceeding to Phase II, ensure to enter the Phase II Due Date 14 Days in advance from your approval date.

***NOTE:*** For non-product E-SCARS where PHASE I activities are unnecessary, this (14) calendar days will be automatically populated. Ref: para 7.2.2

***NOTE:*** Depending on circumstances, the Triumph Group Site SQE may adjust this date outward as may be deemed appropriate for the defective in question and if the supplier requests an extension and can substantiate the time extension.

* 1. **PHASE 2 ACTIVITIES- Root Cause and Corrective Action**
		1. Supplier will respond to Phase 2 within 14 days of the notification of the E-SCAR. Response will include; RCCA methodology, Cause Code, any supporting documentation via attachments and date when all Corrective Actions have been completed..
	2. **TRIUMPH GROUP SITE PROCESS – PHASE 2**
		1. Review the supplier’s response and continue processing by selecting one of the following: “Reject-Return to Supplier” or Approve E-SCAR” then the Process link.
		2. E-SCAR’s can be voided after issuance in Phase 1 or 2
	3. **PHASE 3 ACTIVITIES- Verification of Supplier Corrective Actions**
		1. Continue processing the E-SCAR until final Phase 3 completion has been achieved through validation of completion of supplier’s corrective actions and process/product validation as necessary.
	4. If circumstances are such, and the E-SCAR should be voided, select the VOID option button, when E-SCAR is in Triumph queue, and provide a substantiating reason for voiding the E-SCAR and click on “PROCESS” and the E-SCAR will be voided and removed from the E-SCAR active data.
	5. The E-SCAR process has been designed to allow for attachments as part of supporting documentation and objective evidence of corrective actions. As such the completed E- SCAR should provide for a stand-alone record of all activity pertinent to the respective corrective action request.
	6. Supplier non-responsiveness will result in placement of the supplier in a Probation status in accordance with SCMP 5.1.

# Appendices and/or Flowcharts



# Required Forms

#  E-SCAR FORM per Supplier Portal Required Records

* 1. Supplier Portal electronic E-SCAR record
	2. Other Records as may be supplied within the Corrective Action Process

# Training Document

* 1. TSCMT 2.1 - Electronic Supplier Corrective Action Request (E-SCAR)
	2. TSCMT 2-2 Supplier Response to E-SCAR
	3. TSCMT 2-3 Process Phase 1 & 2 E-SCAR
	4. TSCMP 2-4 E-SCAR Status Search and Reports

# Revision History

|  |  |  |
| --- | --- | --- |
| **Revision Level** | **Description of Change** | **Effective Date** |
| Original | New Document | 10 Sep 2007 |
| A | Document wide changes too widespread to indicate via change bars | 06 Mar 2014 |
| B | Revised to remove reference to Business Unit and replace with Triumph Group Company (s)Remove the AS9100 Linkage | 23 Jun 2017 |
| C | Add AS9100 Linkage. Update Approvals (Authorizing Signature on File) | 02 Nov 2018 |
| D | Completely Revised | 15 Dec 2021 |

1. **Approvals (Authorizing Signatures on File)**

Director, Supplier Performance, Triumph Group Inc.