

Supplier Corrective Action Request (SCAR)

Part A is filled in by the customer (issuer). Part B is the supplier's 8D response. Part C is the customer's review and closure. The grey prompts can be deleted as you fill in. Your customer's own form and customer-specific requirements (CSR) always come first.

Part A – Request (customer)

Issuer and supplier

SCAR no.		Date issued	
Issued by (name, function)		Customer site / plant	
Contact e-mail / phone		Related complaint / NCR no.	
Supplier name		Supplier site / code	
Supplier contact		Contact e-mail / phone	

Part and nonconformance

Part number		Part name / revision	
Lot / batch / date codes		Where found (incoming, line, field)	
Quantity received		Quantity suspect / rejected	
Requirement not met (drawing, spec, clause)		Repeat issue? (Y/N, previous SCAR no.)	

Nonconformance description

- What was found, against which requirement, with measured values and how many parts.
- Facts only: the supplier must be able to reproduce the finding from this text.

Description	
Evidence attached (photos, measurements, parts returned)	

Required responses and dates

Containment required by (date)		D3 containment report due	
Root cause (D4) due		Full 8D response due	
Effectiveness evidence due		Sorting / disposition of stock	
Severity / priority		Cost recovery notice (if any)	

Part B – Supplier 8D response

D1 – Team

- Names, functions, team leader; include the process owner.

Team leader	
Members (name, function)	

D2 – Problem description

- *Restate the problem in your words with numbers: what, where, when, how many (is / is not).*

Problem statement	
Is / is not summary	

D3 – Containment

- *Every location: at supplier, in transit, at customer. Quantities checked, found bad, method.*
- *How containment parts are marked; start date and first clean shipment.*

Actions and locations	
Quantities checked / rejected	
Clean-shipment identification	
Date implemented	

D4 – Root cause (occurrence and escape)

- *Why it was made and why it was not detected, each with verification evidence.*

Occurrence root cause + verification	
Escape root cause + verification	

D5 – Permanent corrective actions

- *One action per verified root cause; how each was shown to work before release.*

Action for occurrence	
Action for escape	
Owner / target date	

D6 – Implementation and verification of effectiveness

- *Date implemented, criteria set in advance, data after the change.*

Implementation date	
Effectiveness criteria and results	
When containment was lifted	

D7 – Prevent recurrence

- *Updated PFMEA, control plan, work instructions; similar parts and lines.*

Documents updated (rev.)	
Read-across to similar products / processes	

D8 – Closure

- Propose closure only when D6 and D7 are done; otherwise submit as open with dates.

Supplier sign-off (name, date)	
Status submitted (open / proposed for closure)	

Part C – Customer review and closure

Reviewed by	
Date reviewed	
Response decision (accepted / more information / rejected)	
Comments / questions to supplier	
Effectiveness checked (method, date)	
SCAR closed (name, date)	