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Dated: 7/22/15

Subject: RCCA and CAR Responses

**To: VACCO Suppliers**

When VACCO issues a nonconformance that is caused by a supplier, a Non-Conformance Report is written (maybe identified as either a NCR or NCM). Depending on the disposition of the NCR, the supplier may or may not be required to rework or replace the product. The non-conformance is identified as either a Tier 1, 2 or 3.

- Tier 1 – The supplier is notified of the non-conformance. No response is required. Also identified as a SQUAWK.
- Tier 2 – The supplier is required to provide a Root Cause Corrective Action (RCCA) response. Typically, the RCCA is due 8 working days after receipt of notification.

At a minimum, the RCCA shall include the following:

- **Immediate** – Containment of any product that is affected by the nonconformity
- **Cause** – Root Cause of the nonconformance
- **Permanent** – Actions taken to prevent future repeats
- **Preventive** - Methods used to verify controls stay in place (optional)
- **Objective Evidence** – Examples include training and/or document updates (if applicable)

- Tier 3 – Tier 3 nonconformances are identified as CARs. The supplier is required to provide a response to the CAR in 8 working days after receipt of notification.

At a minimum, the CAR shall include the following:

- **Immediate** – Containment of any product that is affected by the nonconformity, identify other product that may be affected.
- **Cause** – Root Cause of the nonconformance or process failure
- **Permanent** – Actions taken to prevent future repeats for the product and process failure
- **Preventive** - Methods used to verify controls stay in place
- **Objective Evidence** – Procedure and/or work order update and training

The supplier may submit the RCCA or CAR in a format of their choosing as long as:

- it is legible
- identifies the supplier
- references the NCM#
- includes printed title and name of submitting authority
- and meets the requirements above

An extension maybe granted for either a Tier 2 or Tier 3 nonconformance, when a communication is sent to the buyer or quality representative identifying a new date for the response and the reason for the extension.

Please feel free to contact any of the representatives below, if you have questions.

Thank you,

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