

Dated: 6/3/2024

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 Quality Notification). Depending on the disposition of the NCR, the supplier may or may not be required to rework or replace the product. In certain instances of a rejection, supplier may be required to provide RCCA or SCAR:

- Root Cause Corrective Action (RCCA) response when non-conformance is limited in scope and may be affecting specific part. 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)

- SCAR (Supplier Corrective Action Report) is required when we identified that the problem may have been caused by process failure. The supplier is required to provide a response to the SCAR request 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 RCCA or SCAR responses, 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,

Jeff Gifford
Sr. Supplier Quality Engineering Manager