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1.0 PURPOSE & SCOPE

A system to identify current and potential quality, safety, and productivity problems; initiating investigation of the problem cause; determining action to eliminate the problem root cause, verifying action implementation and effectiveness, and providing problem resolution information to appropriate personnel for review. This procedure provides specific instructions for suppliers who have been requested to provide corrective action by Flexial Corporation.

2.0 RELATED DOCUMENTS


Control #	Document Name	Location
QP190	Corrective Action Request	FlexNet Document Portal
QP191	8D-TOPS (Problem Solving)	FlexNet Document Portal
QP180	Non-Conforming Material	FlexNet Document Portal
QP130	Control of Records	FlexNet Document Portal
QP320	Approved Supplier List	FlexNet Document Portal
F4-13C	8D Corrective Action Form	FlexNet Document Portal
AS9100	Aerospace Standard	

3.0 DEFINITIONS

Control of Non-Conforming Product	Those actions taken to disposition any product (vendor, internal, customer returned) which has been found to be nonconforming.
Corrective Action	Those actions taken to prevent recurrence of actual customer complaints and nonconformities.
Preventive Action	Those actions taken to prevent occurrence of potential customer complaints and nonconformities.
RM	Responsible Manager
CAB Administrator	Person responsible for the assignment and tracking of all CAPAR's.
CAB	Corrective Action Board

4.0 PROCEDURE

- 4.1. Flexial will flow down customer corrective actions to suppliers if it is determined that the supplier is responsible for the non-conformity.
- 4.2. If defective materials are received from a supplier, an NCR is issued per [QP180](#) . If the NCR requires corrective action, Flexial shall request corrective action from the supplier and the supplier is responsible for completing corrective action.

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- 4.3 Flexial shall notify the supplier of corrective action requests and supply a copy of the NCR and form [F4-13C](#) 8D Corrective Action Form.
- 4.4 Supplier Corrective Actions are due in 14 days however, customer flow down corrective action due dates will be driven by customer timing to Flexial. Suppliers may be granted additional time when approved by Flexial Quality Assurance.

NOTE: Failure to provide adequate and timely corrective action or repeat occurrences of initial problems may result in the removal from the Approved Supplier List per [QP320](#) .

- 4.5 CAR response must be approved by Flexial to be closed.

5 RECORDS

- 5.1 [F4-13C](#) 8D Corrective Action Form

Records are retained per the requirements of QP130 Control of Records.

REVISION HISTORY

Revision #	Date	Reason for Change	Originator	Approved By:
F	04/28/2014	Procedure formatted to new document template, timeline for response more clearly defined. General procedure updated to reflect current FlexNet process. Linkage to flow down of Supplier CAR included and CAB process linked.	Amy Childress	Amy Childress Byron Tidwell Mike Micalizzi Steve Gordon
G	1/8/2015	Added clarification of customer corrective action flowdown to supplier from AS9100 para 8.5.2.g	Byron Tidwell	See DCN



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H	2/24/2015	Supplier Corrective Actions are due in 14 days but ultimately determined by the CAB Administrator. In the event of a customer flow down corrective action the due date may change based on the requirements of the Flexial customer.	Amy Childress	<u>DCN12649</u>
I	5/5/2015	Purchasing, Supplier, and Quality Assurance responsibilities defined.	Mark Harris	<u>DCN12894</u>