



Guide for Supplier Corrective Action

Quick Start Guide
K&L Microwave



K&L's Expectations

- ▶ Documentation
- ▶ Approach
- ▶ Responsibility
- ▶ Implementation
- ▶ Verification of effectiveness

Documentation

- ▶ At a minimum, we will send the following
 - Corrective action request
 - A cover letter defining what we require from you
 - Supporting documentation, if appropriate, such as photographs or measurements

Your Approach

- ▶ **CONTAINMENT** – Take action immediately to stop the nonconformance from occurring and preventing or minimizing any impact from the nonconformance. Check your production and stockroom areas.
- ▶ **PROBLEM DEFINITION** – Clearly define the actual problem.
- ▶ **ANALYSIS** – Determine the root cause.
- ▶ **SOLUTION** – Determine corrective and preventive actions (capa).
- ▶ **VERIFY** – Verification of effectiveness of CAPA is to be documented.

Supplier Responsibility–Response

- ▶ Use our form
- ▶ Reply to the K&L Sender
- ▶ Respond by the due date
 - Communicate your progress
 - If *implementation* of the corrective action plan is going to additional time to complete,
 - submit your *plan* for our approval and
 - ask for an extension.
- ▶ Attach objective evidence that demonstrates your corrections– inspection data, test data, photographs, revised procedures, training or other records

Please Remember

- ▶ You are responsible for your suppliers
- ▶ We can participate in the corrective action
 - Let us know if you need assistance
- ▶ Notify us if other parts have or may have the same condition

Example –Implementation & Objective Evidence

- ▶ Example: Supplier inadvertently ships nonconforming material. Supplier decides to revise the method by which nonconforming material is identified. Supplier implements use of a new Hold area and new reject tags.
- ▶ K&L expects to receive:
 - Completed CAR
 - Copy(ies) of revised procedure(s)
 - Training record for the revised procedure(s)
 - Photograph of the new Hold area
 - Sample reject tag

Verification and Close-out

- ▶ What signifies to us that everything is done? Have all the deliverables been met? Has your plan been implemented? Did it work? Are both parties satisfied with the outcome? Do you have all the documentation, evidence, sign-offs, etc., that your process requires?
- ▶ One of the biggest benefits of supplier corrective actions, besides actually solving a problem, is that it provides us with evidence that our suppliers are capable of addressing nonconformances.