

Instructions for the use of form F-206-001-06 Supplier Concern Resolution Request

Purpose:

The purpose of this form is to eliminate confusion and misunderstandings between Premier Precision Group's – Arrow Facility and its suppliers. This form is to be used by PPG-Arrow Facility suppliers to request action from PPG-Arrow Facility in order for the supplier to deliver items that conform to the Purchase Order specifications. All requests for action must be coordinated through the PPG-Arrow Facility contact, and a copy of the Supplier Concern Resolution Request (SCRR) form F-206-001-06 shall be kept in the Purchase Order file. The SCRR form F-206-001-06 constitutes a legal change to the requirements of the Purchase Order, within the scope specified on the SCRR form.

Examples:

- When the Purchase Order does not accurately reflect the agreed upon action to be performed by the supplier.
- When the supplier cannot, or did not make the parts to the drawing and requests that the drawing be changed, or that PPG-Arrow Facility accept the parts UAI.
- When the supplier cannot adequately inspect parts to Purchase Order requirements.
- Any other time when the supplier cannot perform to the requirements of the purchase order.
- Any time the supplier requires clarification of the requirements.

Policy:

The inspection policy followed by PPG-Arrow Facility is to accept parts and materials which conform to the drawing(s), specification(s) and the Purchase Order, taking into consideration any SCRR form F-206-001-06 which is received with the parts. The completed and signed SCRR form F-206-001-06 must accompany the parts to PPG-Arrow Facility). Therefore, any products received at PPG-Arrow Facility which do not meet the requirements of the above listed documents, and which do not have a valid SCRR form F-206-001-06 covering the discrepancy, will be rejected and in some cases require cause and corrective action from the supplier. These rejections will affect the supplier's quality rating. Verbal instructions to a supplier by an PPG-Arrow Facility employee are invalid unless accompanied by a changed Purchase Order or an SCRR form F-206-001-06.

Responsibilities:

Suppliers: Suppliers are responsible for completing the top portion of the SCRR form F-206-001-06 and forwarding it immediately to the PPG-Arrow Facility contact who issued the Purchase Order (Fax copies are acceptable). Once the authorized SCRR form F-206-001-06 is returned to the supplier (following activities listed below), it is considered a legal part of the Purchase Order. The supplier must include a copy of the SCRR form F-206-001-06 with the parts when delivered to PPG-Arrow. All contact with PPG-Arrow regarding questions about the Purchase Order or SCRR forms shall be coordinated through the Buyer/ Purchasing. If the Buyer is not available, the Purchasing Manager shall be contacted. At no time shall suppliers directly contact other PPG-Arrow Employees unless directed by the Buyer to do so.

Buyers: Buyers are responsible for responding to the SCRR form F-206-001-06 as quickly as possible. In many cases a supplier will have a machine set up to run and be waiting for a response from PPG-Arrow, so it is imperative that these requests be answered as soon as possible. Buyers are also responsible for acting as liaison between PPG-Arrow and its suppliers. When an SCRR form is received from a supplier the Buyer is responsible for immediately contacting the PMR/MRB designee, who will assist in assigning the issue to the appropriate Engineer. When the issue has a disposition, a copy of the SCRR form will be returned to the Buyer. The Buyer returns the completed SCRR to the supplier.

Engineers: Engineers are responsible for completing the bottom section of the SCRR form F-206-001-06 and returning it to the Buyer. For any products where PPG-Arrow does not have MRB authority, a UAI or Repair disposition must be submitted to PPG-Arrow's end use customer for authorization. When this is the case, any customer authorization must be determined prior to issuing UAI or Repair instructions to the supplier.

Inspectors: Inspectors are responsible for inspecting received items to the requirements of the Purchase Order and any SCRR forms that are included with the order. If the parts are nonconforming, and no SCRR form F-206-001-06 (or an incomplete SCRR form) accompanies the parts, they shall be recorded on an RDR per QA-313-001 Rejection Discrepancy Report - RDR- PMR-MRB. All completed SCRR forms must be attached to the Work Order or the Purchase Order Certification package, as required.