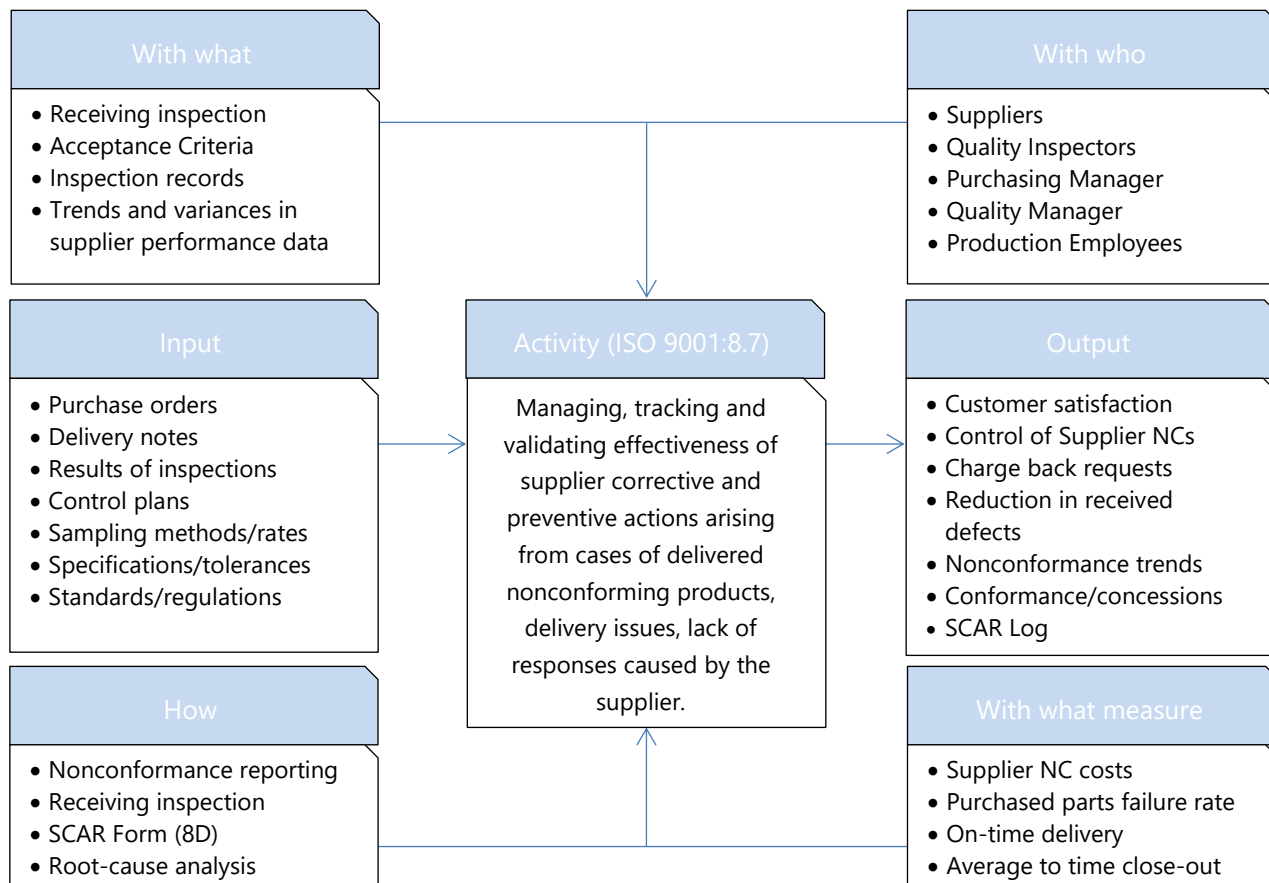


1 Supplier Corrective Action

1.1 Introduction & Purpose

Suppliers are responsible for providing defect-free products, components, and assemblies. The purpose of this procedure is to define and establish the specific requirements for suppliers of purchased products, components, assemblies and services, with the intent to resolve defects and nonconformities, as well as preventing the recurrence of these by eliminating the root-cause of the problem.

1.1.1 Process Activity Map



1.1.2 References

Standard	Title	Description
BS EN ISO 9000:2015	Quality management systems	Fundamentals and vocabulary
BS EN ISO 9001:2015	Quality management systems	Requirements
BS EN ISO 9004:2018	Quality management systems	Guidelines for performance improvements

1.1.3 Terms & Definitions

Term	ISO 9000:2015 Definition
Containment action	Action taken to minimize the effect of the nonconformity on our organisation
Root-cause	Action to establish how the nonconformity occurred and why it was delivered
Corrective action	Action to eliminate the root-cause of a nonconformity and to prevent recurrence
8D	The eight disciplines (8D) model is a problem-solving approach used in the SCAR form