



GENERAL DYNAMICS
Mission Systems

S360 SCARs
Supplier Actions/Responsibilities
(dated 3/30/2023)

What is this all about?

Above all else, S360 is a collaborative environment between GDMS and its supply chain partners. With the incorporation of Supplier Corrective Action Requests (SCARs) into S360, the first of many Quality-focused workflows will leverage that spirit of collaboration. Suppliers will now have access to all GDMS-based formal customer complaints, and all related historical content. In order for suppliers to optimize this, please ensure all relevant personnel contact information is complete, accurate, and up-to-date.

SCAR Notification



This is to inform you that the subject SCAR has been issued, or otherwise changed status, requiring your action.

Details

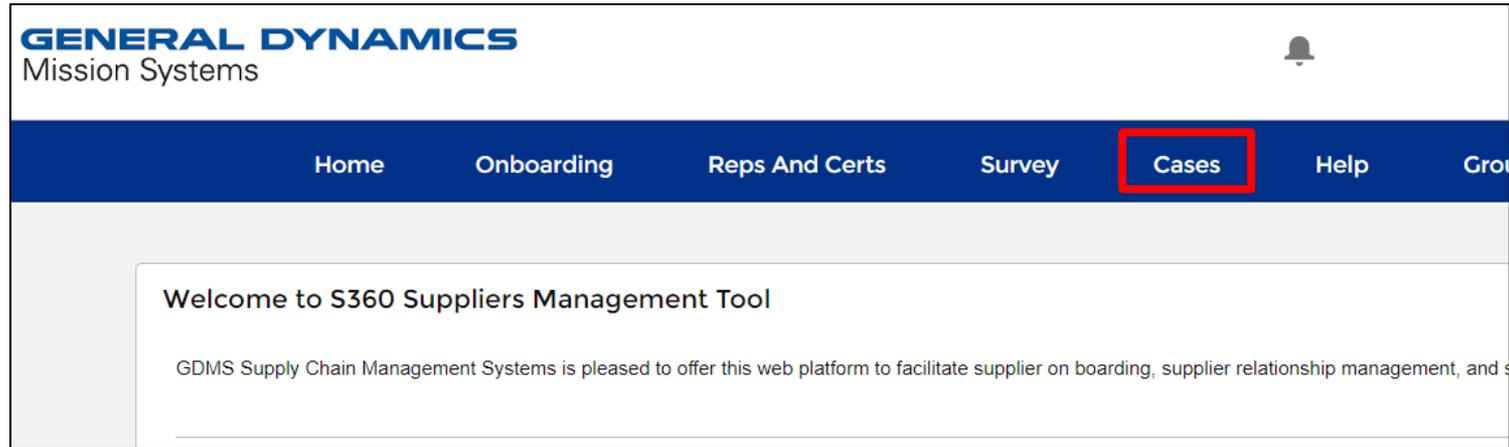
- **SCAR:** 00003794
- **Subject:** Training Guide SCAR
- **Status:** Issued
- **Case Approval Status:**
- **Owner:** Jeremy Young
- **SCM POC:** Jeremy Young
- **QA POC:** Jeremy Young
- **Contact Primary:** SCAR1 SUPPLIER1TESTGROUP
- **Contact 2:**
- **Contact 3:**
- **Contact 4:**
- **Contact 5:**
- **Contact 6:**

[VIEW SCAR](#)

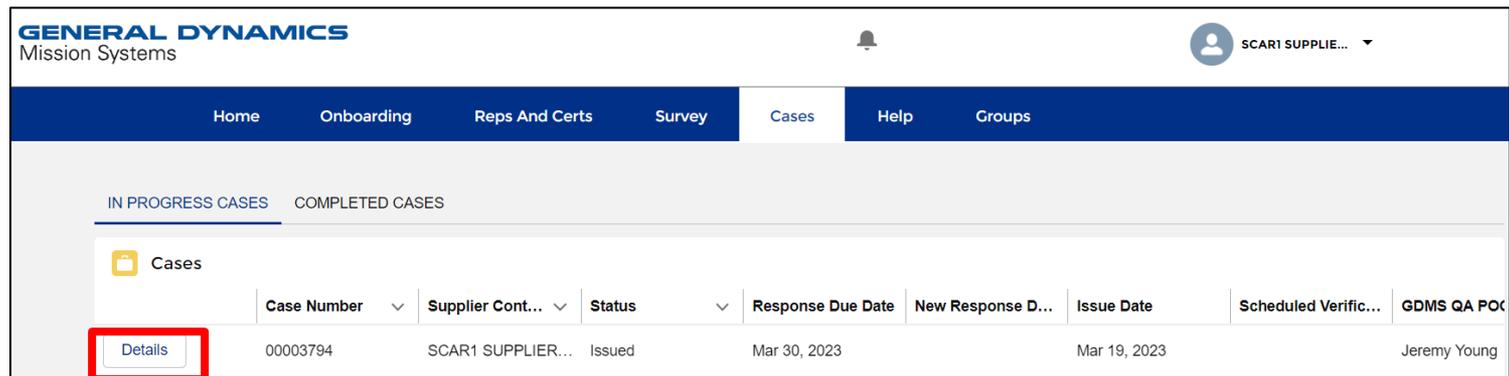
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- Boilerplate notification email only provides a few summary points of information related to the SCAR
- Up to six individuals at a supplier can be listed as a Contact; In order to have access to replying or otherwise providing input, an individual must be listed as one of the Contacts
 - Contact the “Owner” at GDMS to add names to the SCAR, if so desired
- To access the SCAR, you can click on the “View SCAR” button beneath the list of contacts, or log into the S360 portal with your existing account info (see next slide)

Accessing the Specific Case



If accessing through your S360 account log-on, go to “Cases”. Either clicking there, or if accessing the SCAR through the link on the email (previous slide), you will be shown the below option to view all SCARs, separated between those that are in progress, and those that have been completed. Click on “Details” for the subject SCAR.



Initial SCAR View

Case Number: 00003794

[Details](#) [Attachments](#)

Case Status
Supplier Review

Priority
Level 2 - Minor SCAR (RC/CA required)

Supplier Contact
SCAR1 SUPPLIER1TESTGROUP

Update Status To:
[Supplier Response Submitted](#)

Upload Files
[Upload Files](#) Or drop files

Case Number: 00003794

[Details](#) [Attachments](#)

GDMS-Initial-SCAR-Attachment

[Download](#) [Preview](#)

It's important to recognize the Priority Level, which will shape whether to simply acknowledge the issued SCAR, or complete Root Cause Analysis and take Corrective/ Preventative Actions

Level 1 SCARs will ask you to Acknowledge the SCAR, rather than submit a response

(Definition of SCAR Levels on next slide)

Make sure to view the attachments provided by GDMS in the process of creating/issuing the SCAR. Detailed information will be mostly restricted to these attachments, as most of the standard (required) data fields are used for the purposes of performing trend analysis. Format for standard attachment is recommended, but individual authors may customize what is flowed to you (see slide 7 for example of standard attachment)

IMPORTANT: If you intend to provide any attachments related to Level 1 SCARs (which are always optional), please upload them **BEFORE** choosing to acknowledge the SCAR

SCAR Levels, Definition/Impact

- SCAR Levels assigned to govern the dynamic for each issue
 - Level 1: Informational SCAR, the supplier is not required to provide Root Cause or Corrective/Preventative Action, simply acknowledge receipt of notification of the concern; Similar in intent to a “Quality Notice”
 - Level 2: Minor SCAR which does require the supplier to perform Root Cause analysis, and take actions, providing these (and artifacts for objective evidence) to GDMS to be verified
 - Level 3: Major SCAR, most often in the case where Level 2 SCARs have been ineffective, impact is very high (i.e., property damage or injury to GDMS or customer personnel), or case is being made to inactivate a supplier
- SCARs do have a direct impact to Supplier Rating (based on the month in which they are issued), using the following weights:
 - Level 1: Decreases rating by 1 point
 - Level 2: Decreases rating by 3 points
 - Level 3: Decreases rating by 10 points

Example Standard Attachment

Be advised, you will have to download a copy of any documentation which solicits supplier input, and edit/save to a desktop or network location. When all inputs are entered, upload this modified document as a new artifact, along with any objective evidence which supports the analysis and actions taken.

NOTE: Attachments are limited in size to 25MB. Also, please ensure no technical data in violation of ITAR or DFARS 252.204-7012 is transmitted in your response.

GENERAL DYNAMICS Mission Systems	SCAR Dialogue Document <small>To be completed by GDMS Case Owner, only.</small> SCAR Case #: 00003794 <input type="checkbox"/> Accepted <input type="checkbox"/> Rejected
<u>GDMS Inputs</u>	
Requirement(s): Supplier was required to transmit a Certificate of Conformance with each shipment, IAW Quality Clause QA002. Additionally, supplier has consistently accepted orders associated with parts which have an 8-week lead time, with commitment to deliver on time.	
Non-Conformance(s): Over the past three months, and 28 deliveries, only two receipts have included the required C of C. Also, nine of the deliveries made in the time period were at least two weeks late (avg 24 days late among the nine late receipts).	
<u>Supplier Inputs</u>	
Containment Actions: Not Applicable.	
Root Cause Analysis: The absence of the required C of C was due to failure of the Sales representative to send a copy of the Purchase Orders in question to Quality for review of customer requirements. As a result, a C of C was not generated prior to shipment, nor was Shipping aware of the need to include a C of C with documentation. Late deliveries are caused to insufficient planning by the product manager for the specific products in question. COVID-related downstream setbacks have resulted in the items requiring a change in quoted lead time, from 8 weeks to 12 weeks. The product manager was using an obsolete guideline, which was incorrectly provided to Sales.	
Corrective Action: The C of C's have been provided on all deliveries made. No current open orders have incorrect lead times quoted; late deliveries have already been made	

Standard Element Layout

Part Number-Desc N/A	
Non-conformance Late/Unfulfilled Delivery; Failure to Fulfill T's&C's (including QC Clauses)	Date Time Closed
Cause for SCAR Response Rejection	Case Owner Jeremy Young
SCM POC Jeremy Young	QA POC Jeremy Young
Subject Training Guide SCAR	Comments Please do not put anything in this field that belongs in other fields, as that will affect trend analysis.
Case Approval Status	Scheduled Verification Date
Rejection Date	
Response Due Date Mar 30, 2023	Issue Date Mar 19, 2023
New Response Due Date	Response Date Mar 19, 2023
Acceptance Date	

Most content generated here is reference content, included in the email notification, but two parts are important for your responsibility in processing:

- The Non-conformance category is noted; Ensure the categories chosen in your response (see next slide) directly address each of these Non-conformances
- The Response Due Date is assigned by the Case Owner; If you feel it does not provide you sufficient time to perform analysis or take action, please notify the Case Owner ASAP; Failure to reply by this date will result in recurring reminder emails, and could lead to yet another SCAR being issued for process failure, or possible expiry of your status as a GDMS supplier.

Standard List-of-Values Tables

Root Cause Analysis Available Options Process Inadequate Process Not Followed Product Manufacturing Escape Resources Insufficient Sub-Tier Supplier Management Training Inadequate	Selected Options Planning Insufficient Poor Communication
Corrective Action Analysis Available Options Paperwork Corrected Refund/Credit Provided Repair Material Replace Material Rework Material Tech Support/Troubleshooting	Selected Options Material/Paperwork Delivered
Corrective Action Effectivity Date Mar 22, 2023	
Preventative Action Analysis Available Options (Re-)Training Attrition Material Purchased Design Change Disqualifying Subtier Employee Re-assigned/Terminated Employee Reassignment	Selected Options Process Updated
Preventative Action Effectivity Date Mar 30, 2023	

Supplier Response Submitted

While the fully developed inputs for Root Cause Analysis and Corrective/ Preventative Action should be documented in attachment(s), the three mandatory LoV fields (left) are used for trend analysis in GDMS review of your performance related to SCARs; Do not forget to provide realistic and accurate effectivity dates for your actions.

SCAR Status Changes

IN PROGRESS CASES		COMPLETED CASES	
Cases			
Case Number	Supplier Cont...	Status	Response Due Date
00003794	SCAR1 SUPPLIER...	Supplier Response...	Mar 30, 2023

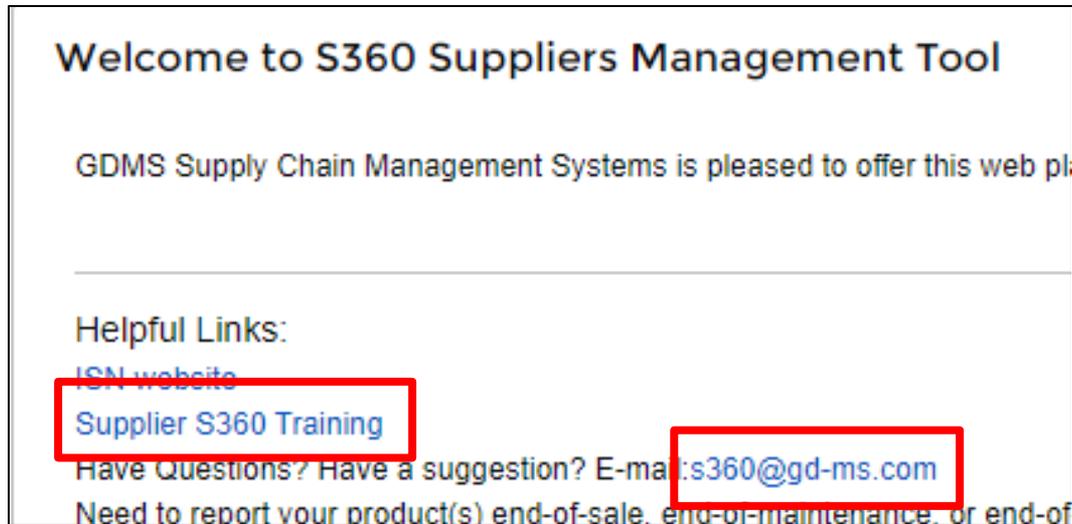
Upon clicking “Supplier Response Submitted”, below the Preventative Action Effectivity Date (see previous slide), the status will change on the Cases summary. As GDMS reviews your response, the status may change multiple times. Any action required of the supplier will be communicated via email, same as slide 3. GDMS reserves the right to reject supplier inputs or cancel the SCAR any time prior to final closure (if cancelled, SCAR won’t be visible to you)

GENERAL DYNAMICS Mission Systems			
Home	Onboarding	Reps And Certs	Survey
IN PROGRESS CASES		COMPLETED CASES	
Cases			
Case Number	Supplier Cont...	Status	
00003794	SCAR1 SUPPLIER...	Closed	

When final closure is determined, typically after all Verification has been completed, the SCAR will now only be viewable in the “Completed Cases” tab. No modifications can take place when a SCAR reaches this state, without GDMS IT assistance.

Important Points of Emphasis

- For any general questions on utilizing S360, GDMS has provided both a link for training and email address for contacting assistance on your home page



- Upon notice a SCAR has been issued, if a supplier chooses to object to any element of the SCAR, please document the objection and justification for the objection via the “Discussions” frame on the supplier S360 home page
 - Keep in mind, failure to take action by requested dates may result in removal of a supplier from the GDMS Approved Suppliers List
- For all Level 2 & Level 3 SCARs, the supplier’s response cannot be accepted by GDMS unless objective evidence of Corrective/Preventative Actions is provided