



Triumph Group Supply Chain Management Procedure

SCMP 2.1 Supplier Corrective Action

Revision Level: C

Effective Date: 02 November 2018

Page 1 of 3

AS9100 Linkage: 6.1, 10.1, 10.2, 10.3

1. Process Owner

1.1 Triumph Group Supplier Quality Management

2. Applies To

2.1 Triumph Group Supply Chain Management, Triumph Group Supplier Quality Management and Triumph Group Companies as noted in the Triumph Group Supplier Quality Assurance Manual.

3. Purpose

3.1 This procedure establishes and documents the requirements associated with obtaining supplier corrective action. The Electronic Supplier Corrective Action Response process (E-SCAR) deployed in the Triumph Group Supplier Portal (triumphsupplysource.com) shall be used to obtain corrective action in support of the following conditions:

3.1.1 Product Nonconformance

3.1.2 Audit Findings

3.1.3 Supplier Performance Improvement Plan (SPIP)

3.1.4 Process failures

3.1.5 Notification of escapes

4. Reference Documents

4.1 SCMP 5.1 - Approved Supplier List Management

5. Definitions and Acronyms

5.1 Corrective Action Actions planned and implemented to eliminate or reduce the causes of a nonconforming product, process or service in order to prevent recurrence

5.2 E-SCAR Electronic Supplier Corrective Action Request

6. Responsibilities

6.1 Triumph Group Company Supplier Quality shall initiate requests for supplier corrective actions in accordance with this procedure.

7. Procedure

7.1 Log in to the supplier portal and launch the "Create New E-SCAR" link. Select E-SCAR type which will determine routing steps. The E-SCAR consists of 3 discrete phases depending on type selected. Phase 1 addresses immediate action and containment, Phase 2

Triumph Group Supply Chain Management Procedure

SCMP 2.1 Supplier Corrective Action

Revision Level: C

Effective Date: 02 November 2018

Page 2 of 3

addresses root cause corrective action and Phase 3 addresses verification of corrective action.

7.1.1 E-SCAR types are:

- 7.1.1.1 Product Nonconformance, which will require routing through all three phases of the process. This type is typically associated with an internal nonconformance detected during receiving or in-process inspection. This could also be driven from a customer notification of defective product.
- 7.1.1.2 Survey – Product Impact, which will require routing through all three phases of the process. This type is associated with an on-site Triumph audit resulting in system findings where product impact has been determined.
- 7.1.1.3 Survey – Non Product Impact, which will only require E-SCAR Phases 2 and 3. This type is associated with an on-site Triumph audit resulting in system findings with no initial effect on product.
- 7.1.1.4 Supplier Performance, which will only require E-SCAR Phases 2 and 3. This type is associated with negative trends reflected in the supplier's quality scorecard.
- 7.1.1.5 Process – Product Impact, which will require routing through all three phases of the process. This type is associated with a process failure where product impact has been determined.
- 7.1.1.6 Process – Non Product Impact, which will only require Phases 2 and 3. This type is associated with a process failure with no initial effect on product.

- 7.2 Once the E-SCAR has been initiated the system will determine the correct initial phase response required and default to a programmed response due date. For Phase 1 E-SCAR processing, the system will require a seven (7) calendar day response time. For a Phase 2 E-SCAR processing, the system will require a fourteen (14) calendar day response time. Both can be manual changed to accommodate an earlier or later response due date.
- 7.3 Continue processing the E-SCAR until final Phase 3 completion has been achieved.
- 7.4 The E-SCAR process has been designed to allow for attachments as part of supporting documentation and objective evidence of corrective actions. As such the completed E-SCAR should provide for a stand-alone record of all activity pertinent to the respective corrective action request.
- 7.5 Supplier non-responsiveness will result in placement of the supplier in a Probation status in accordance with SCMP 5.1.

Triumph Group Supply Chain Management Procedure

SCMP 2.1 Supplier Corrective Action

Revision Level: C

Effective Date: 02 November 2018

Page 3 of 3

8. Appendices and/or Flowcharts

8.1 None

9. Required Forms

9.1 None

10. Required Records

10.1 Supplier Portal electronic E-SCAR record

11. Training Document

11.1 TSCMT 2.1 - Electronic Supplier Corrective Action Request (E-SCAR)

12. Revision History

Revision Level	Description of Change	Effective Date
Original	New Document	10 Sep 2007
A	Document wide changes too widespread to indicate via change bars	06 Mar 2014
B	Revised to remove reference to Business Unit and replace with Triumph Group Company (s) Remove the AS9100 Linkage	23 Jun 2017
C	Add AS9100 Linkage. Update Approvals (Authorizing Signature on File)	02 Nov 2018

13. Approvals (Authorizing Signatures on File)

/s/ F.L. Ellison, Director, Enterprise Supplier Quality, Triumph Group Inc.

02 Nov 2018