

1. SUPPLIER CORRECTIVE ACTION REQUEST FORM

Issue Date:		Reply Due Date:	
<i>JUNIPER SYSTEMS SUPPLIER RESPONSE SHEET</i>			
Supplier Name:	Contact Name:	Juniper Systems Part Number:	
Supplier Phone:	Supplier Fax:	HM Claim #	
Supplier Part Number:		CAR # (Where applicable):	
Basic Problem Description:		Problem Investigation and Analysis:	
		5 Why Method	
		Why 1:	
		Why 2:	
		Why 3:	
		Why 4:	
Photo / Measurement of Nonconformance:		Root Cause:	
Temporary Countermeasures (Include Dates):		Permanent Countermeasures (Include Dates):	
Comments:			
QUALITY MANAGER APPROVAL (SUPPLIER)		JUNIPER SYSTEMS QUALITY APPROVAL	
Permanent Corrective Action Plan	Date	Permanent Corrective Action Plan	

2. INSTRUCTIONS TO COMPLETE THIS FORM

1. The Supplier/Vendor should verify the information in the first section is correct. Also note the Reply Due Date. If a later due date is needed by the Supplier/Vendor, contact the Quality Director of Juniper Systems promptly.
2. The Supplier/Vendor is to complete the **BLUE** sections of the SCAR.
3. The SCAR leader should prioritize the SCAR to ensure timely and appropriate completion.
4. Complete the Temporary Countermeasures first and then complete the Five Why's to identify the Root Cause.
5. Complete the section for Permanent Countermeasures including dates planned for completion.
6. NOTE: If significant time or resources are required to reach the Permanent Countermeasures, contact the Quality Director at Juniper Systems to determine if this course of action is needed.
7. The SCAR team leader and manager of their department should sign the completed SCAR before sending it back to the Juniper Systems Quality Director.
8. The Quality Director at Juniper Systems may ask the SCAR leader to present findings to Juniper Systems Committee to provide information and clarification of questions the committee may have.
9. Once the SCAR is accepted and closed the Purchasing Director should notify all parties the matter is closed.