PPG Supplier CAIR System for Supplier Nonconformance Reports

PPG reports supplier non-conformances in the PPG Global Supplier CAIR database and a notification is sent to the supplier.

The notification will include a link to our Supplier Network that serves as a portal to our Supplier CAIR system. The notification instructs the supplier to use the link to log into the Supplier Network (ppg.com extranet → Supplier Network) and respond to the Incident.

Please refer to the table below for PPG's guidelines for providing information:

Interim Fix (containment)	Within 48 hours
Root Cause Analysis (RCA)	Within 30 days
Permanent Corrective and Preventive Action	Plan within 60 days Implementation within 90 days

Supplier responsiveness is evaluated and tracked in our PPG CAIR System

Definitions	
Interim Fix (Containment)	Actions to temporarily contain the problem during root cause analysis
Root Cause Analysis (RCA)	The deeper look to understand all the underlying causes of the non-conformance
Corrective Actions	Once the root cause is identified, actions are defined to eliminate the cause of the non-conformity
Preventive Actions	Process standardization to ensure that non- conformities in similar processes cannot occur

Last Updated: June 2019

SQR_05 PPG Automotive Supplier CAIR (Supplier NC Report) Version: 00

First, go to the PPG Supplier Network:

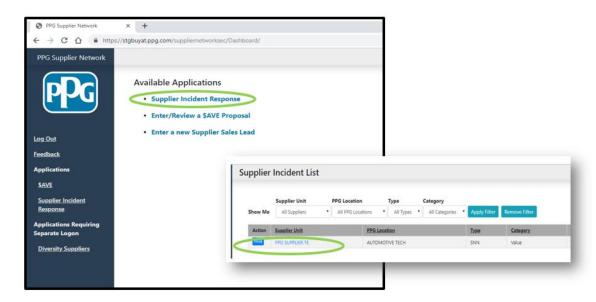
https://corporate.ppg.com/Purchasing/PPG-Supplier-Network.aspx

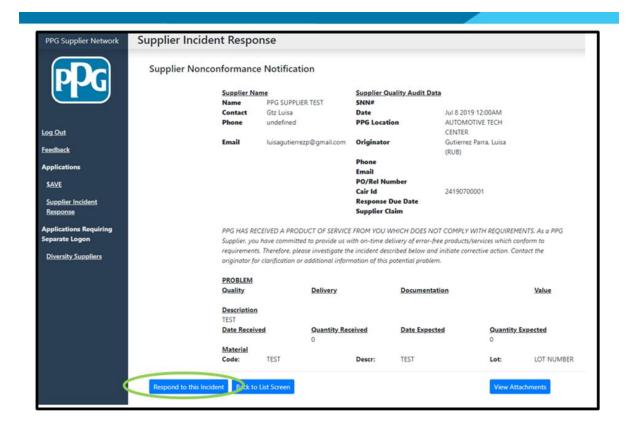


SQR_05 PPG Automotive Supplier CAIR (Supplier NC Report) Version: 00

Last Updated: June 2019

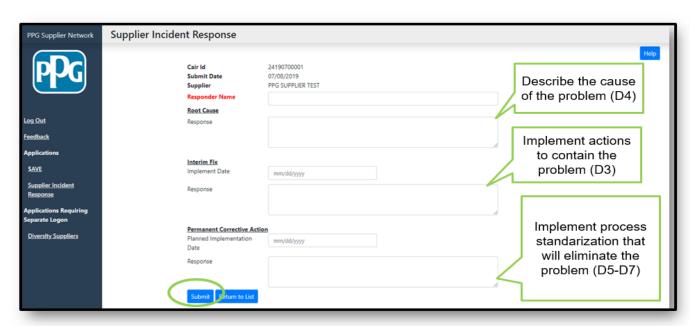
How to answer a CAIR





Last Updated: June 2019

SQR_05 PPG Automotive Supplier CAIR (Supplier NC Report) Version: 00



For Severity 3 or 4 incidents, an 8D report (including 5Why Analysis) is mandatory. The PPG 8D template (see below) will be emailed to the supplier if a Severity 3 or 4 report has been initiated.

An equivalent report format from a supplier is aceptable if root cause analysis and corrective/preventive actions are included. As well, a 5Why is needed as part of this process to explain what led to the problem, the lack of detection and the supplier's system variables that allowed the error to reach PPG.

Last Updated: June 2019

PPG We protect beautify the	ct and ne world"		Supplier	8D Repo	ort		
Note: Supplier to c	omplete all cells	that are colored y	yellow. No Yellow cell should be i	eft blank, use "N	/A" if the field is	not applicable to	the issue.
Supplier Name:				CAIR ID:			
Champ Code/Desc	cription :			Batch No./Qu	antity :		
PPG Initiator:				Supplier Cont	act:		
				••			
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Funct			me Ti		Phon	e No.	E-mail
Group Le	eader						
Discipline 2: Defe	ct Description						
Note: Add clear pro	oblem description	n, facts and mea	asurable data				
What							
How							
When							
Where							
How Many							
Discipline 3: Cont	ainment Actions	e (Ponly within	18 bre				
•			solate the defect from PPG. It is	essential to verif	y % Effectivenes	ss and implemen	ntation date.
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5Why Analysis

The use of this tool is mandatory

Why analysis (Circle causes to be countermeasured in all three categories) Worksheet 'Brainstorming' is recommended tool to facilitate Root Cause Analysis.

worksneet Brainstorming is recommended tool to facilitate Root Cause Analysis.								
WHY(1)	WHY(2)	WHY(3)	WHY(4)	WHY(5)				
What is the immediate cause of the problem?	< What is the cause of the previous cause?	< What is the cause of the previous cause?	< What is the cause of the previous cause?	< What is the cause of the previous cause?				
Why was the problem not detected and contained at the source?	< What is the cause of the previous cause?	< What is the cause of the previous cause?	< What is the cause of the previous cause?	< What is the cause of the previous cause?				
What in the current system allowed the problem to occurr?	< What is the cause of the previous cause?	< What is the cause of the previous cause?	< What is the cause of the previous cause?	< What is the cause of the previous cause?				
	WHY(1) What is the immediate cause of the problem? Why was the problem not detected and contained at the source? What in the current system allowed the	Why was the problem not detected and contained at the source? What in the current system allowed the	Why was the problem not detected and contained at the source? What in the current system allowed the source? WHY(2) WHY(3) What is the cause of the previous cause? What is the cause of the previous cause?	Why was the problem not detected and contained at the source? What in the current system allowed the source? WHY(1) WHY(2) WHY(3) WHY(4) What is the cause of the previous cause? What is the cause of the previous cause?				

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