

Self Assessment of Supplier Corrective Actions Effectiveness

Guidelines

Nov 09, 2020



Introduction

- The Supplier Self Assessment form for SCAR is meant for Supplier to conduct their self appraisal before submission their SCAR for approval.
- Axcelis adopt similar form to assess the supplier maturity level & effectiveness on their SCAR reply.
- The expectation for the supplier self assessment is to achieve at least **85%** in rating, starting on January 4, 2021
- The self assessment form is referenced to 8 Disciplines approach.
- How to use the 8 Disciplines is available at <https://www.axcelis.com/supplier-portal/> :
 - *Problem Resolution Process Step by Step Using 8 Disciplines.*
- Please refer to the next few pages on the guidelines for self assessment.

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■ D1 - Initiate the Project Team:-

- To assess whether cross functional team approach has been adopted/utilized during the problem solving process.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D1 - Establish 8D Team			
Leader & team members are cross functional and covering the entire problem scope	Team leader & member not cross functional	Team too small	Team leader & members are cross functional

■ D2 - Define the Problem:-

- To assess whether the problem statement has been described in measurable terms, resulting a narrower focus for containment and cause-finding efforts.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D2 Problem Statement			
Problem understood and complete problem statement defined (What, when and where)	No problem statement	Problem statement incomplete	Supplier provided complete problem statement

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■ D3 - Implement Containment Actions:-

- To assess whether the implementation & verification of the effectiveness of temporary actions has isolated the effects of the problem and, time to execution.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D3 Interim Containment Action			
Defined actions suitable to protect Axcelis	No	Partially	Yes
Has containment been implemented within 48 Business Hours of SCAR being issued?			

■ D4 - Identify Root Causes:-

- To assess how the root causes are being identified and whether study has been conducted to confirm the assumption is valid.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D4 - Identify Root Causes			
Root Cause investigation is clear and reproducible	No investigation plan defined	Investigation plan existing but not reproducible	Investigation plan defined and reproducible
Problem, Escape and System root cause identified and verified (or verification plan)	Root causes not identified	Root causes not completely identified and/or verified, or plan for verification not there	Root causes identified with verification

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■ D5 - Develop Solutions:-

- To assess how selected corrective actions will resolve the problem for Axcelis and will not cause undesirable side effects.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D5 - Corrective Action Plan			
Corrective actions defined that address the identified root causes	No actions listed to address root causes	Actions partially covering the root causes	Actions fully covering the root causes

■ D6 - Implement & Validate Corrective Actions:-

- To assess whether the listed actions as stated have been implemented with objective evidence provided. This include using ongoing controls to ensure root cause elimination and monitor long-term effects.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D6 - Implement & Validate Corrective Actions			
All listed corrective actions are implemented with evidence provided	Corrective actions are not implemented or no evidence	Corrective actions are not fully implemented with evidence	Corrective actions are fully implemented with evidence

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■ D7 - Prevent Problem Recurrence:-

- To assess how the lesson learnt has been cascaded & look across . What preventive measure has been taken to ensure all other related & future part# will not be encountering the same problem.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D7 - Identify & Implement Preventive Actions			
Preventive (or planned preventive) actions listed	No preventive actions defined	Defined actions partially cover problem reoccurrence	Defined actions successfully cover problem reoccurrence
All listed preventive actions are implemented with evidence provided	Preventive actions(Or plans are not implemented or no evidence	Preventive actions are not fully implemented with evidence	Preventive actions are fully implemented with evidence
If required, were the FMEA, Control Plans, Proc, WI, Inspection criteria updated with evidence	No updates	No evidence provided for updates	Updated and evidence provided

■ D8 - Closure:-

- To assess whether the SCAR submission is 1st time right with no correction is required.

Evaluation criteria	Missed (0%)	Incomplete (50%)	Complete (100%)
D8 - 8D closed			
SCAR report first time right and no rejects	Multiple times rejected	1-2 rejects	No rejects
SCAR report is clear (if required including 3X5Why)	Final SCAR report is not clear	Final SCAR report partially clear	Final SCAR report is clear and all information added

Notes from Axcelis Documented Procedure 999000081 (Rev M)

SUPPLIER RESPONSIBILITIES:

- 1. Acknowledge receipt of the SCAR.**
- 2. Provide the name of the individual who will complete the SCAR**
- 3. Provide a containment plan immediately, latest by 2 business days from the time the SCAR is issued. The plan shall details actions to purge nonconforming material at the supplier site. The plan shall also details actions to prevent further nonconforming material from being delivered to Axcelis, which normally includes an increased level of inspection.**
- 4. Use the Insight-generated email link or an equivalent structured problem solving method. form to report Root Cause and Corrective Action findings.**
- 5. Provide the completed Root Cause determination, Corrective Action and implementation dates within 21 business days or sooner as instructed by Axcelis to align with Axcelis customer's response time expectations, from the time the SCAR is issued. If Root Cause Analysis and Corrective and Preventive Actions require more than 21 business days, request an extension by contacting the SQE.**
- 6. For Audit Findings, provide the completed Action Plan within 30 days from the time the SCAR is issued. If Root Cause Analysis and Corrective Action require more than 30 days, request an extension by contacting the SQE.**
- 7. Issued SCAR must not be open for more than 90 days, without justifiable reasons.**