

# Supplier CAIR System for Supplier Non conformance Reports



## PPG Industrial Segment

Version: 2

Rev: Feb 2024

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 24 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



First, go to the PPG Supplier Network:

<https://procurement.ppg.com/Supplier-Network/PPG-Supplier-Network>

## Welcome

The PPG Supplier Network provides a standard infrastructure to promote PPG / Supplier collaboration.

Suppliers will require a PPG Supplier Network logon to access Supplier Incident Response (SIR) to view Corrective Action Incident Reporting (CAIR) Alerts or respond to Supplier Nonconformance Notice (SNN)

For suppliers already enrolled in the PPG Supplier Network - your email address is your Username. Your initial password is included in the email that was sent to you by [suppliernetwork@ppg.com](mailto:suppliernetwork@ppg.com) confirming your enrollment in the PPG Supplier Network. [Click here to login](#).

If you have forgotten your password, click on Reset Password and a new password will be immediately assigned to you through your email. If you would like to change your password after logging on to the PPG Supplier Network, click on Change Password on the left tool bar.

Interested in a PPG Supplier Network logon? Please contact your buyer.



Sign in with one of these accounts



PPG Employees



[PPG Customers/Suppliers](#)



### How to answer a CAIR

The screenshot shows the PPG Supplier Network dashboard. On the left is a navigation menu with options like Log Out, Feedback, Applications, SAVE, Supplier Incident Response, Applications Requiring Separate Logon, and Diversity Suppliers. The main content area is titled 'Available Applications' and lists three items: 'Supplier Incident Response' (circled in green), 'Enter/Review a SAVE Proposal', and 'Enter a new Supplier Sales Lead'. Below this is a 'Supplier Incident List' table with columns for Supplier Unit, PPG Location, Type, and Category. A row is highlighted with a green circle, showing 'PPG SUPPLIER TEST' under Supplier Unit and 'AUTOMOTIVE TECH' under PPG Location.

The screenshot shows the 'Supplier Incident Response' page. It features a 'Supplier Nonconformance Notification' section with details for 'Supplier Name' (PPG SUPPLIER TEST), 'Supplier Quality Audit Data' (SNN#, Date, PPG Location, Originator, Phone, Email, PO/Rel Number, Cair Id, Response Due Date, Supplier Claim), and a descriptive paragraph. Below this is a table with columns for 'PROBLEM', 'Quality', 'Delivery', 'Documentation', and 'Value'. The table contains data for 'Description' (TEST), 'Date Received', 'Quantity Received' (0), 'Date Expected', and 'Quantity Expected' (0). At the bottom, there are buttons for 'Respond to this Incident' (circled in green), 'Back to List Screen', and 'View Attachments'.



The screenshot shows the 'Supplier Incident Response' form in the PPG Supplier Network. The form includes a sidebar with navigation options like 'Log Out', 'Feedback', and 'Applications'. The main content area has a 'Help' button and a 'Submit' button circled in green. Three callout boxes provide instructions for different sections: 'Describe the cause of the problem (D4)' points to the 'Root Cause' section; 'Implement actions to contain the problem (D3)' points to the 'Interim Fix' section; and 'Implement process standardization that will eliminate the problem (D5-D7)' points to the 'Permanent Corrective Action' section.

<b>Cair Id</b>	24190700001
<b>Submit Date</b>	07/08/2019
<b>Supplier</b>	PPG SUPPLIER TEST
<b>Responder Name</b>	<input type="text"/>
<b>Root Cause</b>	<input type="text"/>
<b>Response</b>	<input type="text"/>
<b>Interim Fix</b>	
<b>Implement Date</b>	<input type="text" value="mm/dd/yyyy"/>
<b>Response</b>	<input type="text"/>
<b>Permanent Corrective Action</b>	
<b>Planned Implementation Date</b>	<input type="text" value="mm/dd/yyyy"/>
<b>Response</b>	<input type="text"/>

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.

To find the PPG Supplier 8D Report form see the:

**See the SQR12\_Supplier 8D Report Form in the main page of the Supplier Quality Requirements.**

*An equivalent report format from a supplier is acceptable 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.*