

# Supplier CAIR System for Supplier Non conformance Reports

## PPG Industrial Segment



Version: 3

Rev: March 2025

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>

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

### How to Access?

#### 1. Password Reset:

The first time you log in after March 14<sup>th</sup> 2025, you will be prompted to **reset your password**.

#### 2. Mandatory Multi-Factor Authentication (MFA):

As an added layer of security, PPG is introducing **MFA, which is now mandatory** for accessing our applications. This will require you to provide two or more credentials to verify your identity. Follow the directions in the application to set up and use the Multi-Factor Authentication.



Sign in with one of these accounts



PPG Employees



PPG Customers/Suppliers



## How to answer a CAIR

The screenshot displays the PPG Supplier Network dashboard. On the left is a dark blue sidebar with the PPG logo and navigation links: 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 options: 'Supplier Incident Response' (highlighted with a green circle), 'Enter/Review a \$AVE Proposal', and 'Enter a new Supplier Sales Lead'. An inset window titled 'Supplier Incident List' is overlaid on the right. It features filter dropdowns for Supplier Unit, PPG Location, Type, and Category, with 'Show Me' and 'Apply Filter' buttons. Below the filters is a table with columns: Action, Supplier Unit, PPG Location, Type, and Category. The first row of the table has 'PPG SUPPLIER TE' in the Supplier Unit column, which is circled in green. The other values in the row are AUTOMOTIVE TECH, SNN, and Value.

Action	Supplier Unit	PPG Location	Type	Category
<a href="#">View</a>	PPG SUPPLIER TE	AUTOMOTIVE TECH	SNN	Value



PPG Supplier Network  
  
[Log Out](#)  
[Feedback](#)  
**Applications**  
[SAVE](#)  
[Supplier Incident Response](#)  
**Applications Requiring Separate Logon**  
[Diversity Suppliers](#)

### Supplier Incident Response

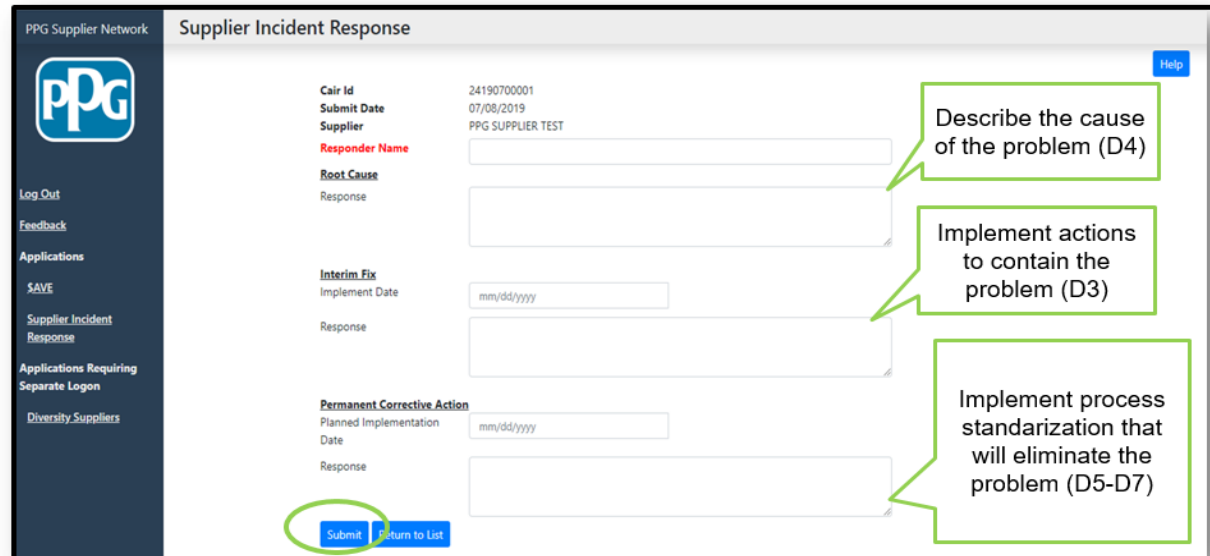
#### Supplier Nonconformance Notification

<b>Supplier Name</b>		<b>Supplier Quality Audit Data</b>	
<b>Name</b>	PPG SUPPLIER TEST	<b>SNN#</b>	
<b>Contact</b>	Gtz Luisa	<b>Date</b>	Jul 8 2019 12:00AM
<b>Phone</b>	undefined	<b>PPG Location</b>	AUTOMOTIVE TECH CENTER
<b>Email</b>	luisagutierrezp@gmail.com	<b>Originator</b>	Gutierrez Parra, Luisa (RUB)
		<b>Phone</b>	
		<b>Email</b>	
		<b>PO/Rel Number</b>	
		<b>Cair Id</b>	24190700001
		<b>Response Due Date</b>	
		<b>Supplier Claim</b>	

PPG HAS RECEIVED A PRODUCT OF SERVICE FROM YOU WHICH DOES NOT COMPLY WITH REQUIREMENTS. As a PPG Supplier, you have committed to provide us with on-time delivery of error-free products/services which conform to requirements. Therefore, please investigate the incident described below and initiate corrective action. Contact the originator for clarification or additional information of this potential problem.

<b>PROBLEM</b>			
<b>Quality</b>	<b>Delivery</b>	<b>Documentation</b>	<b>Value</b>
<b>Description</b>			
TEST			
<b>Date Received</b>	<b>Quantity Received</b>	<b>Date Expected</b>	<b>Quantity Expected</b>
	0		0
<b>Material</b>		<b>Lot</b>	
<b>Code:</b>	TEST	<b>Descr:</b>	TEST
		<b>Lot:</b>	LOT NUMBER

[Respond to this Incident](#)
[Back to List Screen](#)
[View Attachments](#)



**PPG Supplier Network** **Supplier Incident Response** Help

**Cair Id** 24190700001  
**Submit Date** 07/08/2019  
**Supplier** PPG SUPPLIER TEST

**Responder Name**

**Root Cause**  
 Response

**Interim Fix**  
 Implement Date   
 Response

**Permanent Corrective Action**  
 Planned Implementation Date   
 Response

Describe the cause of the problem (D4)

Implement actions to contain the problem (D3)

Implement process standardization that will eliminate the problem (D5-D7)

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.*