

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**

First, go to the PPG Supplier Network:

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


Purchasing
PPG Supplier Network
Welcome to the PPG Supplier Network

PPG suppliers are a critical link in the PPG Supply Chain. The PPG Supplier Network provides a standard infrastructure to promote PPG / Supplier collaboration.

Suppliers will require a PPG Supplier Network logon to access one or both of the following applications:

- Supplier Incident Response (SIR) to view Corrective Action Incident Reporting (CAIR) Alerts or respond to Supplier Nonconformance Notice (SNN)
- Supplier Added Value Effort (\$AVE). To learn more about \$AVE, click [Learn More](#)

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 confirming your enrollment in the PPG Supplier Network. [Click here to login](#)



Sign in with your organizational account

Username

Password

[Reset Password](#)

How to answer a CAIR

PPG Supplier Network

Available Applications

- Supplier Incident Response
- Enter/Review a \$AVE Proposal
- Enter a new Supplier Sales Lead

Supplier Incident List

Supplier Unit	PPG Location	Type	Category
PPG SUPPLIER TEST	AUTOMOTIVE TECH	SNN	Value

Supplier Incident Response

Supplier Nonconformance Notification

Supplier Name
Name PPG SUPPLIER TEST
Contact Gtz Luisa
Phone undefined
Email luisagutierrezp@gmail.com

Supplier Quality Audit Data
SNN#
Date Jul 8 2019 12:00AM
PPG Location AUTOMOTIVE TECH CENTER
Originator Gutierrez Parra, Luisa (RUB)
Phone
Email
PO/Rel Number
Cair Id 2419070001
Response Due Date
Supplier Claim

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.

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

Respond to this Incident Back to List Screen View Attachments

PPG Supplier Network

Supplier Incident Response Help

Clair 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.

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.



Supplier 8D Report

Note: Supplier to complete all cells that are colored yellow. No Yellow cell should be left blank, use "N/A" if the field is not applicable to the issue.

Supplier Name:	CAIR ID:
Champ Code/Description :	Batch No./Quantity :
PPG Initiator:	Supplier Contact:

Discipline 1: Set up cross-function team for solving problem
Note : Choose multifunctional tem that will analyze and solve the problem.Important to name a Group Leader.

Function	Name	Title	Phone No.	E-mail
Group Leader				

Discipline 2: Defect Description
Note: Add clear problem description, facts and measurable data

What
How
When
Where
How Many

Discipline 3: Containment Actions (Reply within 48 hrs)
Note : Take effective action on defected product, isolate the defect from PPG. It is essential to verify % Effectiveness and implementation date.

Containment actions	Status	Implementation Date

Discipline 4: Root Cause Analysis
Mandatory : Root Cause Analysis tool must be used (attached in workseet ' RC Tool')

Specific Root Cause:

Detection (Leak) Root Cause:

Systematic Root Cause:

Discipline 5: Permanent Corrective Actions
Note : Describe actions that will avoid the reinicidence of the problem and how to verify if the problem was really solved

Actions	Verification

Discipline 6: Verification of Corrective Action
Note : Verify the effectiveness of corrective actions implemented

Actions	Controls	Implement. Date

Discipline 7: Actions to Prevent Recurrence
Note: Update and standardize the actions and prevent the defect from appearing again.

Implementation in:	What did we learn from this incident?	Responsible	Implem. Date
Product FMEA <input type="checkbox"/>			
Processs FMEA <input type="checkbox"/>			
Control Plan <input type="checkbox"/>	What did we implement to prevent a similar problem elsewhere?	Responsible	Implem. Date
Procedure/ Work instruction <input type="checkbox"/>			

Discipline 8: Congratulation (Send the completed report within 30 working days)
Note : Encourage the cooperation of team, and regain the trust of customer

Customer Feedback	Closed Date	Approved by:

5Why Analysis

The use of this tool is mandatory

4D Why analysis (Circle causes to be countermeasured in all three categories)
Worksheet 'Brainstorming' is recommended tool to facilitate Root Cause Analysis.

	WHY(1)	WHY(2)	WHY(3)	WHY(4)	WHY(5)
SPECIFIC	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?
DETECTION (Protect)	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?
SYSTEMIC (Prevent)	What in the current system allowed the problem to occur?	<--- 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?