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SUPPLIER CONCERN RESOLUTION REQUEST  
**Instructions for Supplier:** Complete the top section and return this form to United Rotorcraft for disposition by emailing your UR Buyer and Quality Systems designee at [URQualityAssurance@airmethods.com](mailto:URQualityAssurance@airmethods.com). Include a completed, dispositioned copy with the product shipment. IMPORTANT: Please include SCRR # on your Certificate of Conformance.

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| --- | --- | --- |
| **United Rotorcraft Buyer:** | **SCRR#:** | |
| **Supplier:** | **Type of Request:**  **Discrepant Product,  Deviation**  **Information/ Clarification  Other** | |
| **Address:** | **Contact:** | |
| **Phone Number:** | |
| **Part Number and Revision:** | **Email Address:** | |
| **Purchase Order Number and Line:** | **Qty of parts in lot:** | **Date:** |
| **Qty of parts affected:** |
| **Describe Concern or Request:** | | |
| **Supplier’s Recommended Solution For This Order:** | | |
| **Supplier’s recommended Solution to Permanently Correct Problem:** Note: if discrepant product is being reported, supplier corrective action is required. | | |

🡻 **FOR UNITED ROTORCRAFT USE ONLY** 🡻

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| --- | --- | --- | --- | --- | --- |
| **United Rotorcraft Buyer:** | **Date Received:** | | **Date Returned to Supplier:** | | |
| **Area Assigned Action:  ME  LE  PM  Purchasing  Other:** | | | | | |
| **Action, Disposition, Clarification, and/or Instructions:**    **Internal Corrective Action Required  Supplier Corrective Action Required – SCAR #:** | | | | | |
| **Use As Is**  **Repair**  **Rework To Print**  **Scrap**  **Return to UR with no Further Work Accomplished**  **Clarity/Further Instruction Provided  Document(s) Provided  ECOR Generated ECOR #** **ECO #**  **Deviation Approved  Deviation Not Approved** | | | | | |
| **MRB Authority:**  **UR**  **Customer (Auth #** **)**  **Other:** | | | | **Program:** | |
| **Name of Respondent: (Print)** | | **Signature:** | | | **Date:** |
| **Quality Designee (Only For Supplier Corrective Action review and approval): Date:** | | | | | |

**Instructions for the Use of the Supplier Concern Resolution Request**

**Purpose:**IAW United Rotorcraft Document AS-020 Supplier Quality Requirements Code 7.0, the purpose of this form is to provide a vehicle for suppliers to submit any request for change to a Purchase Order, deviation from a drawing or process, or submit a known nonconformance, prior to a shipment of parts to United Rotorcraft. All requests for action must be coordinated through the United Rotorcraft Quality Systems designee and Buyer. The SCRR form constitutes a contractual change to the requirements of the Purchase Order, within the scope specified on the SCRR form.

**Examples:**

* When the Purchase Order does not accurately reflect the agreed upon action to be performed by the supplier.
* When the supplier cannot, or did not make the parts IAW requirements and requests that the drawing be changed, or that United Rotorcraft accept the parts UAI.
* When the supplier would like to request a deviation to the drawing requirements **(All deviations must be submitted prior to production)**
* Any other time when the supplier cannot perform to the requirements of the purchase order.
* Any time the supplier requires clarification of the requirements.

**Policy:**The inspection policy followed by United Rotorcraft is to accept parts and materials which conform to the drawing(s), specification(s) and the Purchase Order, taking into consideration any SCRR form which is received with the parts. SCRRs should be dispositioned in the same manner as NCRs. The completed and signed SCRR form must accompany the parts to United Rotorcraft. Therefore, any products received at United Rotorcraft which do not meet the requirements of the above listed documents, and which do not have a valid SCRR form covering the discrepancy/deviation, will be rejected and in some cases require cause and corrective action from the supplier. These rejections will affect the supplier’s quality rating. Verbal instructions to a supplier by any United Rotorcraft employee are invalid unless accompanied by a changed Purchase Order and/or an SCRR form.  
**Responsibilities:   
Suppliers:** Suppliers are responsible for completing the top portion of the SCRR form and forwarding it immediately to the United Rotorcraft Quality Systems designee and Buyer. Once the authorized SCRR form is returned to the supplier (following disposition), it is considered a contractual part of the Purchase Order. The supplier must include a copy of the SCRR form with the parts when delivered to United Rotorcraft. All contact with United Rotorcraft regarding questions about the Purchase Order or SCRR forms shall be coordinated through the Quality Systems designee and Buyer. At no time shall suppliers directly contact other United Rotorcraft Employees.  
**Quality Systems Designees and Buyers:** Quality Systems Designees and Buyers are responsible for responding to the SCRR form as quickly as possible. In many cases a supplier will have a machine set up to run and be waiting for a response from United Rotorcraft, so it is imperative that these requests be answered as soon as possible. Quality Systems Designees and Buyers are also responsible for acting as liaison between United Rotorcraft and its suppliers. When an SCRR form is received from a supplier they are responsible for immediately contacting the appropriate Engineer or ME. When the issue has a disposition, a copy of the SCRR form will be returned to the Quality Systems Designee and Buyer. The SCRR is then returned to the supplier.  
**Engineers and MEs:** Engineers and MEs are responsible for completing the bottom section of the SCRR form and returning it to the Quality Systems Designee and Buyer. Engineering/ME dispositions shall address each nonconforming issue that is presented by Suppliers. Form AS-207 Deviation/Substantiation Worksheet shall be used when substantiation is warranted. For any products where United Rotorcraft does not have MRB authority, a UAI or Repair disposition must be submitted (In the form of a Variance Request) to United Rotorcraft’s end use customer for authorization. When this is the case, any customer authorization must be determined prior to issuing UAI or Repair instructions to the supplier. Customer VR’s shall be referenced (by number or email name) on the SCRR and attached for record keeping purposes.   
**Quality Systems Designee**: Quality Systems Designees are responsible for reviewing and approving any proposed supplier permanent corrective actions. The Quality Designee is also responsible for ensuring all information on the SCRR is clear and concise and addresses all supplier concerns, and for logging all completed SCRR’s, and filing completed (electronic) SCRR forms.  
**Inspectors:** Inspectors are responsible for inspecting received items to the requirements of the Purchase Order and any SCRR forms that are included with the order. If the parts are nonconforming, and no SCRR form (or an incomplete SCRR form) accompanies the parts, they shall be recorded on the NCR log and dispositioned accordingly. All completed SCRR forms must be attached to the Work Order or the Purchase Order Certification package, as required.