L3HARRIS
FAST. FORWARD.

WELCOME TO L3HARRIS

Supplier Information Package

Supply Chain

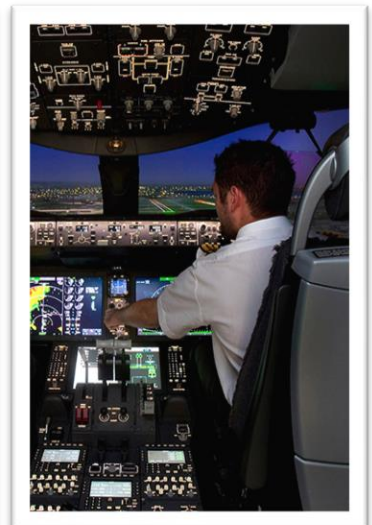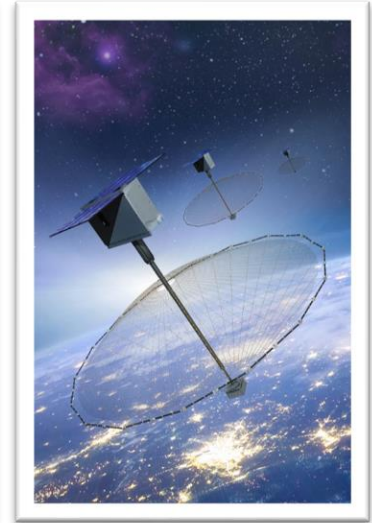February 2022

Welcome to L3Harris – Presentation Outline

L3Harris Vision and Values

L3Harris is committed to being a company of the highest quality in every aspect of its business activity. This encompasses serving our customers' needs by developing higher quality products, at lower costs, while shortening the product-to-market cycle.

Inherent in that commitment is our goal for satisfying the expectations of stakeholders who have a vested interest in the success of the company. Suppliers are a vital part of our resources.

Our vision, as it applies to suppliers, is to develop and maintain mutually beneficial partnerships with companies who share our commitment to achieve ever-increasing levels of customer satisfaction through continuing improvements in quality, service, timeliness and cost.

L3Harris Values: Acting with INTEGRITY in all our business dealings, exceeding our customers' expectations through operational EXCELLENCE, and demonstrating RESPECT to all those we interact with, is essential to maintaining a lasting and solid reputation.

How Suppliers Fit into L3Harris' Business Strategy

L3Harris firmly believes that suppliers can contribute significantly to our ability to exceed our customer expectations.

Our relationships with suppliers will be sincere and embrace the highest principles of purchasing practice, and will focus on developing winning business arrangements that benefit all parties.

L3Harris' Expectations for Suppliers

The expectations that we have identified for ourselves are the same set of expectations that we have for our suppliers.

Our expectations are based on:
- Quality: Compliance at all times with customer requirements and maintaining a 99.8% scorecard rating or above
- Delivery: Meeting or exceeding exact product and schedule requirements and maintaining a 99.5% scorecard rating or above
- Cost: Pricing that contains reasonable profit margins with minimum total cost

> It is important for suppliers to maintain the level of performance to continue a healthy supplier/partnership relationship with L3Harris. Falling below the quality and delivery expectations could result in a loss of business with L3Harris and new RFQ opportunities.

Supplier performance in these areas plus a strategy for continuous improvement will allow L3Harris and our suppliers to solve problems together while exceeding customers' expectations. L3Harris recognizes the value of having suppliers who are committed to providing quality goods and services in a timely manner.

Becoming an L3Harris Supplier

L3Harris will initiate an internal Vendor Code Request Form.

- The supplier shall provide supporting documentation as requested:
  - W-8 or W-9 (two types, www.irs.gov)
  - Applicable Financial Questionnaire
  - Small Business Certifications
  - Supplier Certifications and Representations
  - Supplier's legal name and addresses for orders and payment remittances
  - Sales representative for orders and contact information
  - Standard payment and transportation terms
  - Quality expo contact form H-3318
  - Quality Survey form H-1434-1
  - PDF of AS9100 or ISO9000 Certification

Becoming an L3Harris Supplier

- Certifications and Representations (Gov't or Commercial)

- [L3Harris Supply Chain Website](#)

- International Traffic in Arms (ITAR) Regulation
  - Manufacturers of defense items and providers of defense services must be registered with the State Department
  - Note: not required for commercial items that have not been designed or modified for a defense purpose

For more details on the registration process
  - http://www.pmddtc.state.gov/registration/index.html

L3Harris forms related to the ITAR
  - H-2888, Supplier Export Control Representation
  - H-2888-1, Exception Request for Non-ITAR Registered Supplier

Payment Terms and ERS - Key Discussion Points

Discussion of Payment Terms and Method of Payment

- ERS (Evaluated Receipt Settlement)
  - Benefits to the supplier
  - No invoicing required when receipt matches the PO (purchase order)
  - Reduction of paper costs

- Electronic Payments (ACH)
  - Benefits to the supplier
  - Direct electronic payment between accounts (L3Harris to supplier)
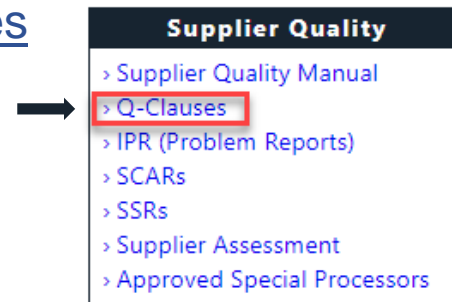
L3Harris Quality Clauses

H-1999Q

Procurement Quality Requirements (Q Clauses)

- Q Clauses, quality assurance requirements that the supplier must comply with, are specified on the Purchase Order.

- Supplier Purchase Orders received via expo contain a hyperlink to the Q-Clause document (H-1999Q).

- H-1999Q can be accessed through the following:
  - L3Harris Supply Chain Website > Quality Requirements; Q-Clauses H-1999Q
  - expo Menu > Supplier Quality > Q-Clauses

Supplier Quality
- › Supplier Quality Manual
- › Q-Clauses
- › IPR (Problem Reports)
- › SCARs
- › SSRs
- › Supplier Assessment
- › Approved Special Processors

DPAS (Defense Priorities & Allocation Systems) Ratings

- A DPAS rated order requires four elements in order to be considered a DPAS rated order:

  1. Rated Orders are identified by a priority rating (DX or DO) and a Program Identification Symbol found in Schedule I of 15 CFR 700:

     - DX-C1 or DO-A1 (EVEN WHEN IT IS FOR A CLASSIFIED ORDER, THE ISSUING GOVERNMENT AGENCY SHALL PROVIDE A PROGRAM IDENTIFIER)

  2. Required delivery date(s)

  3. Certification Statement:

     - This is a rated order certified for national defense use, and you are required to follow all the provisions of the Defense Priorities and Allocations System regulation (15 CFR Part 700).

  4. Acceptance by written signature on a manually placed order, or the digital signature or name on an electronically placed order

How does DPAS work?

- Among DPAS rated orders,
  - DX rated orders take preference over DO rated orders
  - Program identification symbols do not indicate any priority

- Rated orders must receive preferential treatment
  - A person must accept and fill a rated order for items that the person normally supplies
  - The existence of previously accepted unrated or lower rated orders is not sufficient reason for rejecting a rated order
  - Persons are required to reschedule unrated orders if they conflict with performance against a rated order, as rated orders take preference over all unrated orders
  - Similarly, persons must reschedule DO rated orders if they conflict with performance against a DX rated order

- All rated orders must be scheduled to the extent necessary to ensure delivery by the required delivery date.

- This provision ensures that suppliers will give priority treatment to rated orders from contractor to subcontractor to suppliers throughout the procurement chain.

How does DPAS work (continued)?

15 CFR 700.13 Acceptance and rejection of rated orders

- **<u>Mandatory Acceptance</u>**
  - Except when there is a mandatory rejection, a person shall accept every rated order received
  - Must fill such orders regardless of any other rated or unrated orders that have been accepted
  - Cannot discriminate against rated orders in any manner such as by charging higher prices or by imposing different terms and conditions

- **<u>Mandatory Rejection</u>**
  - Unless otherwise directed by Commerce, a person shall not accept a rated order for delivery on a specific date if unable to fill the order by that date.
    - However, the person must inform the customer of the earliest date on which delivery can be made and offer to accept the order on the basis of that date.
    - Scheduling conflicts with previously accepted lower rated or unrated orders are not sufficient reason for rejection under this section.
    - A person shall not accept a DO rated order for delivery on a date which would interfere with delivery of any previously accepted DO or DX rated orders. However, the person must offer to accept the order based on the earliest delivery date otherwise possible.

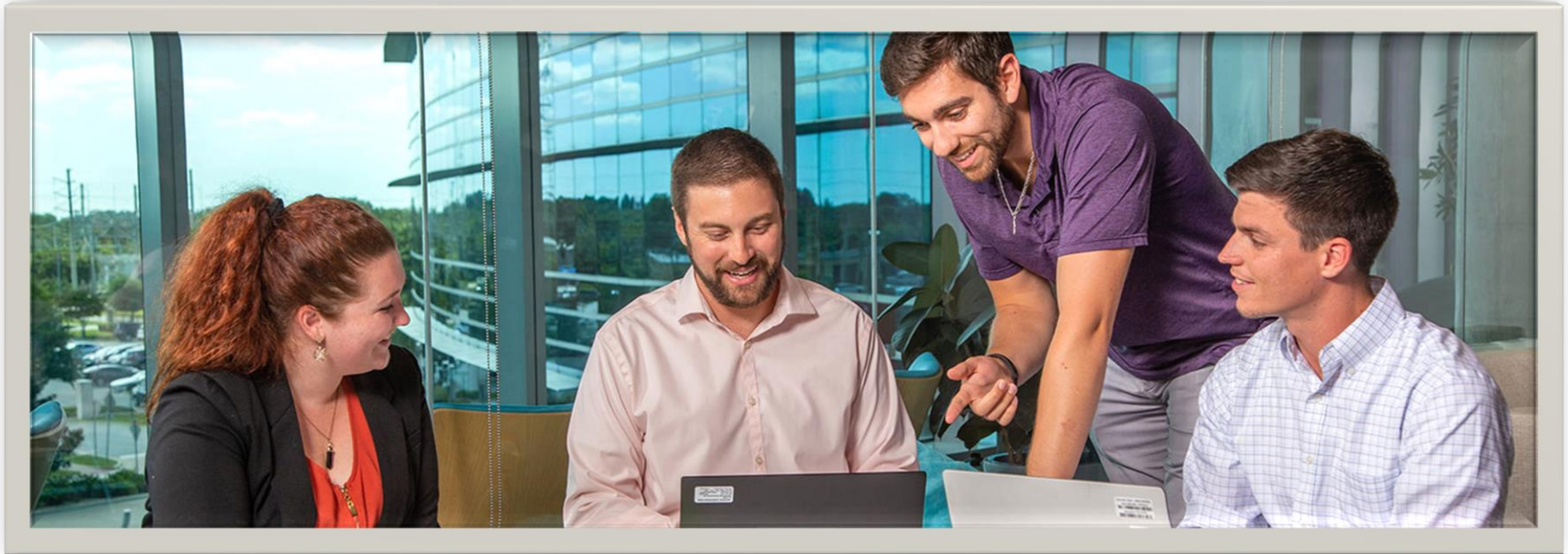# Supplier Responsibilities for DPAS Rated Orders

- For a DPAS Rated Order a written acknowledgement either accepting or rejecting must be within the following timeframe to the L3Harris buyer:

1. Acknowledgement <u>accepting</u> the DPAS rated order within the following timeframe:

   - DX Rated Order: 10 WORKING DAYS

   - DO Rated Order: 15 WORKING DAYS

2. Receive an acknowledgement <u>rejecting</u> the DPAS rated order within the following timeframe:

   - DX Rated Order: 5 WORKING DAYS

   - DO Rated Order: 10 WORKING DAYS

Receiving Shipments

- Supplier should maintain accurate shipping and delivery dates.

- Maintain accurate dock dates
  - Receiving hours are 7 a.m. – 4:30 p.m.
  - Receiving processes all material received on the day it is delivered

e**x**po / Login

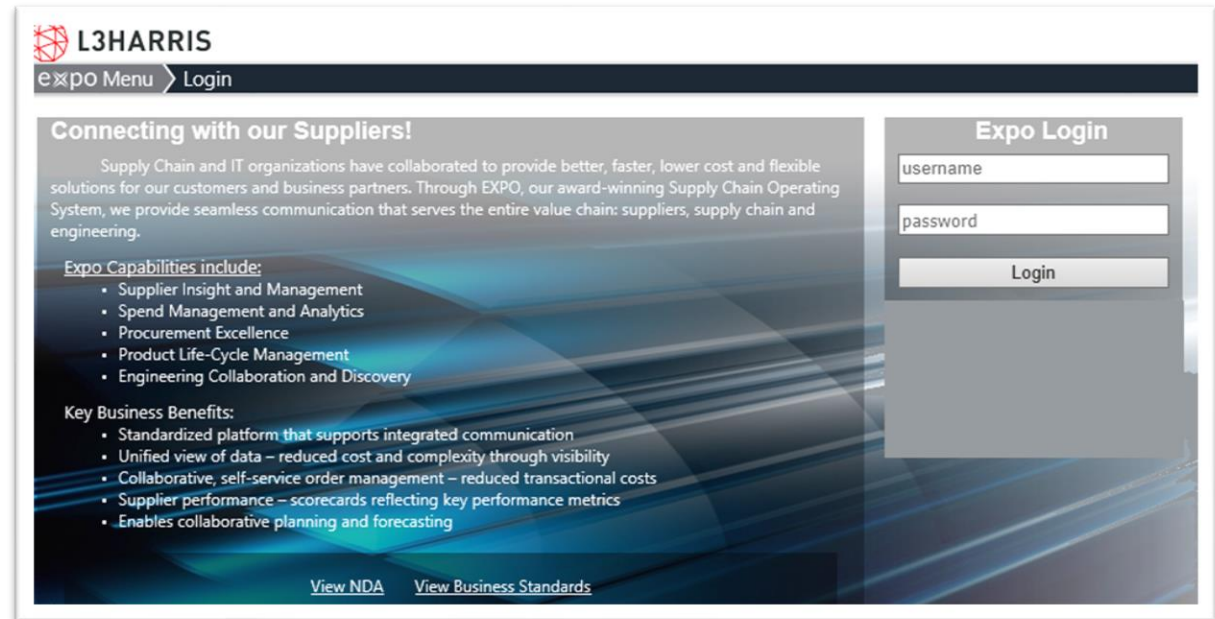Login to <u>expo</u>:

– Enter username (email) and password

expo / Users Guide

The "expo Portal Supplier User Guide" can be found in the expo Document List

- – expo Overview
- – My Account
- – expo Options
- – Quotes
- – Document List
- – Purchase Orders
- – PO Tracking

Any problems or issues with your expo account can be directed to:
For all user accounts: ExpoAdmin@L3Harris.com
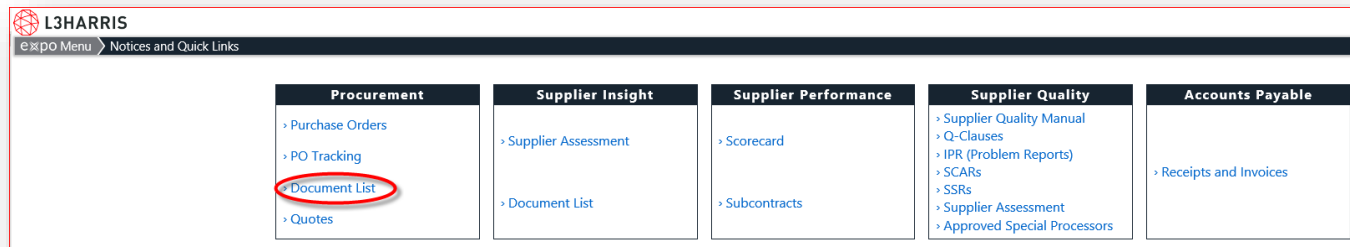For supplier-quality user accounts: SQA@L3Harris.com

expo / Workmanship Specifications

- Workmanship specifications (callout in drawings notes) are located in the expo-Procurement-Document List

- To access the file using the Quick Link:
  - Click on Document List in the Procurement box
  - Click on the Public Files tab
  - Locate the Document # in the "Title" column

The path will always be visible on the top menu bar.
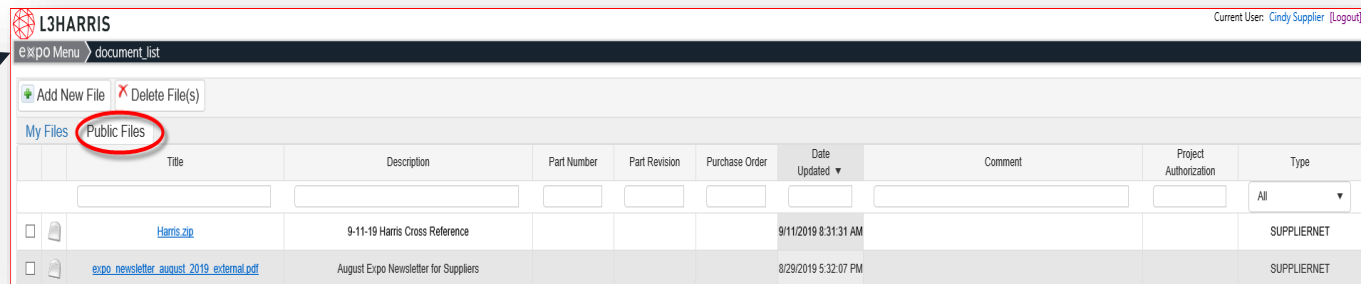
e**x**po / Electronic Data Submission

e**x**po Document List

- Upload data and documentation to e**x**po > Supplier Insight > Document List area

- Link to [Supplier Instructions on e**x**po Portal-Document List](#) area

- Instructions on uploading the pertinent and required data/documentation are in the Documents List > "Public Files" tab. Search for "Document List – Supplier Instructions" in the title field

- This is a direct Link to [Document List – Supplier Instructions](#)

QC-1980 Electronic Data Upload Requirements

- The electronic data requirement will be flowed down in the [L3Harris Quality Clauses](#) as QC-1980, but the supplier at any time can select to use the electronic data submission for all required documentation

- Documentation provided on digital media does not have to be uploaded to the L3Harris e**x**po Supplier Document List

expo / Payment Tracking

L3Harris expo Supply Chain Portal Link

Instructions:

- Click on "Accounts Payable" then "Receipts and Invoices"

- Use the search box to search and filter by P.O. number, invoice number, etc.

- To search for an invoice number or a P.O. number, the supplier is required to use the "invoices" hyperlink located on the invoice

To request access to payment tracking please notify "GSS Customer Support" at:

E-Mail: GSSSupportServices@L3Harris.com
L3Harris Accounts Payable

e**x**po / Supplier Rating System

- Supplier survey data is used as a method of determining the supplier's quality system acceptance and identifying system weaknesses. The survey data is not part of the supplier's numerical rating but is used during evaluation of the supplier's quality system.

- [The Supplier Rating System in e**x**po Supplier Scorecard](#) collects and processes quality and delivery performance data from all suppliers of material intended for use by L3Harris programs engaged in the production and delivery of contractual end items.

- The quality and schedule performance data is gathered from 12 months of procurement activity; numerical ratings are based on delivery performance of material, rejection reports, and supplier response to SCARs.

- Supplier ratings are updated nightly and published through the L3Harris Supplier Scorecard- e**x**po.

expo / Supplier Rating System

Legend

Quality %	Score	Rating
99.8% to 100%	5	Gold
97.0% to 99.8%	4	Silver
95.5% to 97.0%	3	Bronze
94.0% to 95.5%	2	Yellow
< 94.0%	1	Red

Example

Formula

min(55,	55·	(	**184** Receiving Rejects	+ 2·	**124** Line Rejects	)	/	**13,079** Quantity Received	) =	**1.817** Reject Penalty Points
min(10,	1·		**1** Corrective Actions				/	**1** Suppliers	) =	**1.000** SCAR Penalty Points
min(10,	2·		**0** Corrective Actions Late				/	**1** Suppliers	) =	**0.000** Late SCAR Penalty Points
min(25,	10·	(	**1** Customer Escapes	·	**Aging Factor***	)	/	**1** Suppliers	) =	**3.333** Customer Escape Penalty Points

100 - (**1.817** Reject Penalty Points + **1.000** SCAR Penalty Points + **0.000** Late SCAR Penalty Points + **3.333** Customer Escape Penalty Points) = **93.85 %** Total Quality % Points **Red** Rating

Quality Metric Definitions

Metric	Definition
Receiving Rejects	Quantity of defective units found by Harris during receiving inspection.
Line Rejects	Quantity of defective units found by Harris during manufacturing process.
Quantity Received	Total parts received, for comparison with quantities rejected during receiving inspection and manufacturing. This number does not subtract parts that Harris returned. ('return' is different than 'reject'.) If Harris received 10 parts and 'returned' 1, "Quantity Received" is still 10. The individual receipts in the supporting details might show negative quantities for returns, but these quantities are not aggregated together with the positive values.
Corrective Actions	Corrective Actions with notable, negative impact to Harris business. This is the total number of Corrective Actions that are configured to impact the scorecard.
Corrective Actions Late	Corrective Actions where a supplier response was not received by the response due date.
Customer Escapes	Count of defects that were found by Harris customers after Harris product shipment. Each escape defect is counted once regardless of quantity of units impacted.
# of Suppliers	In cases where scoring is performed over sets of multiple suppliers, the supplier count measure is used to average the penalty points across all suppliers in the set. (Ignore this measure for single supplier scoring.)
Total Quality % Rating	Categorized ranking based on accumulated penalty points. See rating legend for more info.

Score cannot be less than 0
Score starts at 100 and decrements

Any supplier below 95.5% Quality will require a Supplier Performance Waiver for purchases

expo / Supplier Rating System

Delivery Formula

$$1 - (\underset{\text{Late, Not Received}}{43{,}670} + \underset{\text{Received Late}}{90{,}295}) / \underset{\text{Due}}{1{,}940{,}645} = \underset{\text{On Time}}{93.10\%} = \underset{\text{Rating}}{\text{Yellow}}$$

Delivery Legend

% On Time	Score	Rating
99.5% to 100%	5	Gold
98% to 99.5%	4	Silver
96% to 98%	3	Bronze
90% to 96%	2	Yellow
< 90%	1	Red

Delivery Metric Definitions

Metric	Definition
Late, Not Received	Quantity past due, still not received by Harris.
Received Late	Quantity received after the purchase order required due date.
Due	Total parts due for the given period, received or not. This count is taken before considering returns.
% On Time	Categorized ranking based on ratio of late receipts to total due. See rating legend for more info.

As previously stated, the expectations that we have for our suppliers are that they meet or exceed exact product and schedule requirements while maintaining a 99.5% scorecard rating or above.

Any supplier below 96% delivery will require Risk Mitigation for purchases.

expo / Supplier Rating System

QUALITY and % ON TIME- PIECES

RED

R — ○ yellow — ○ bronze — ○ silver — ○ gold

QUALITY RATING

Quantity Received	Quantity Rejected	Receiving Rejects	Line Rejects	Corrective Actions	Corrective Actions-Late	Customer Escapes	Quality %	Quality Rating
171,628	2,181	2,119	61	1	3	1	90.62 %	R

DELIVERY RATING - PIECES

Quantity Late, Not Received	Quantity Late	Quantity Due	% On Time - Pieces	Rating On Time - Pieces
2,240	27,349	162,951	81.84 %	R

OTHER QUALITY METRICS

Total Corrective Actions	DPPM
11	12,708

OTHER DELIVERY METRICS

Corrective Actions - Delivery
0

SPEND

Invoice Amount
$35,011,671

e**x**po / Supplier Scorecard

- The supplier can review their performance ratings in e**x**po by using the <u>e**x**po Supplier Scorecard</u>.

- All e**x**po contacts with quality roles will receive the following alerts:

  – SCAR's when they are open and closed

  – Problem Report Dispositions when they are "In Work" and "Complete"

- Individual suppliers are measured differently for delivery based on which business area of L3Harris is using them.
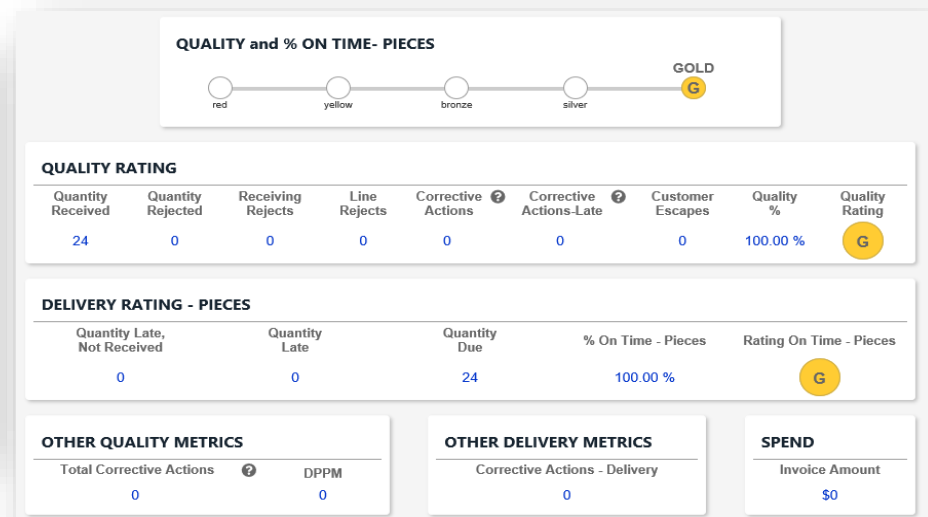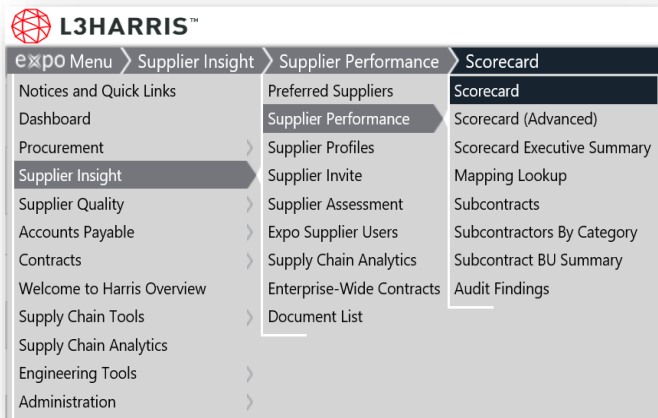
expo / Supplier Scorecard

- 12 Month History tab

- Manage supplier performance using 12-month history data which will help to identify performance trends at a glance.

- IMPORTANT: Each data point represents a range of 12 months of performance data.
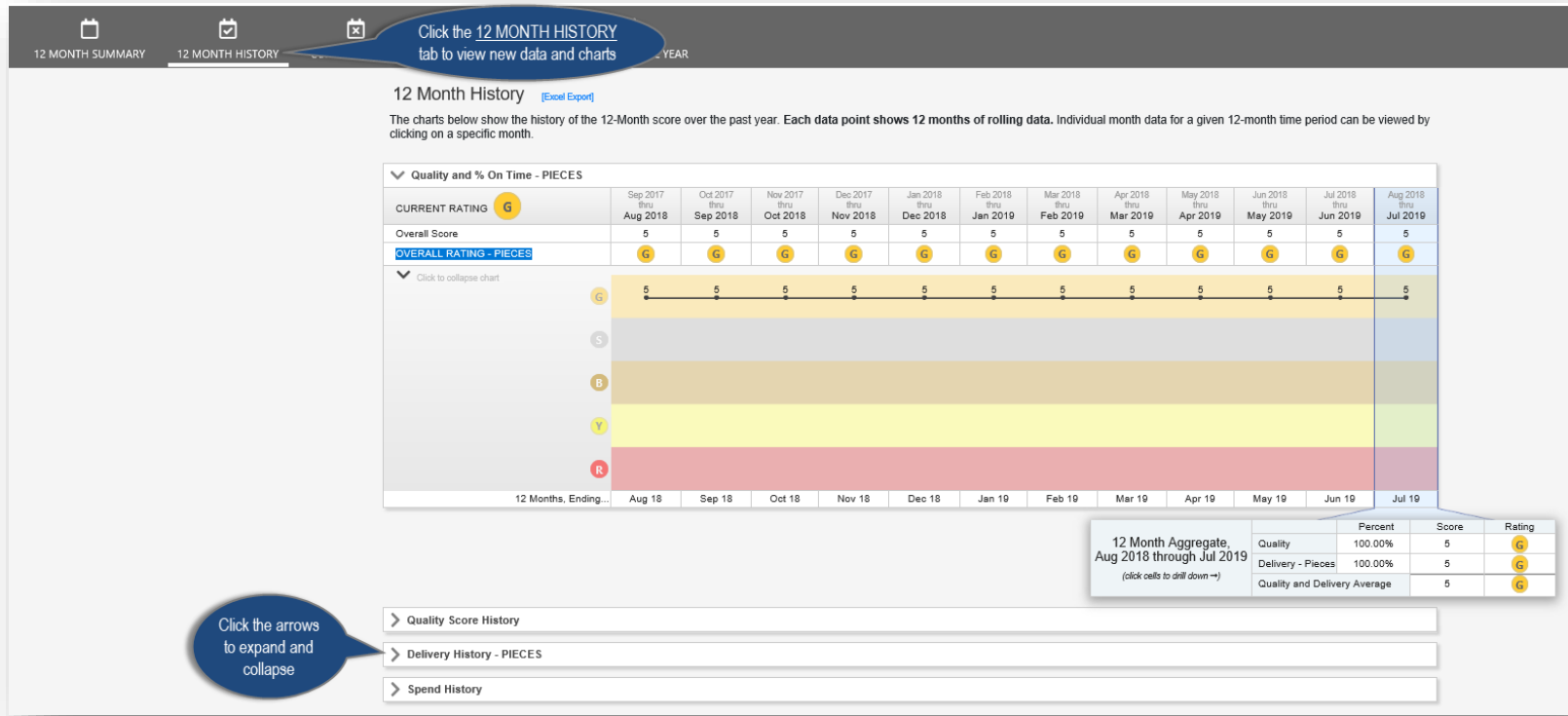
e**x**po / Supplier Scorecard

- 12 Month History Tab - Interactivity
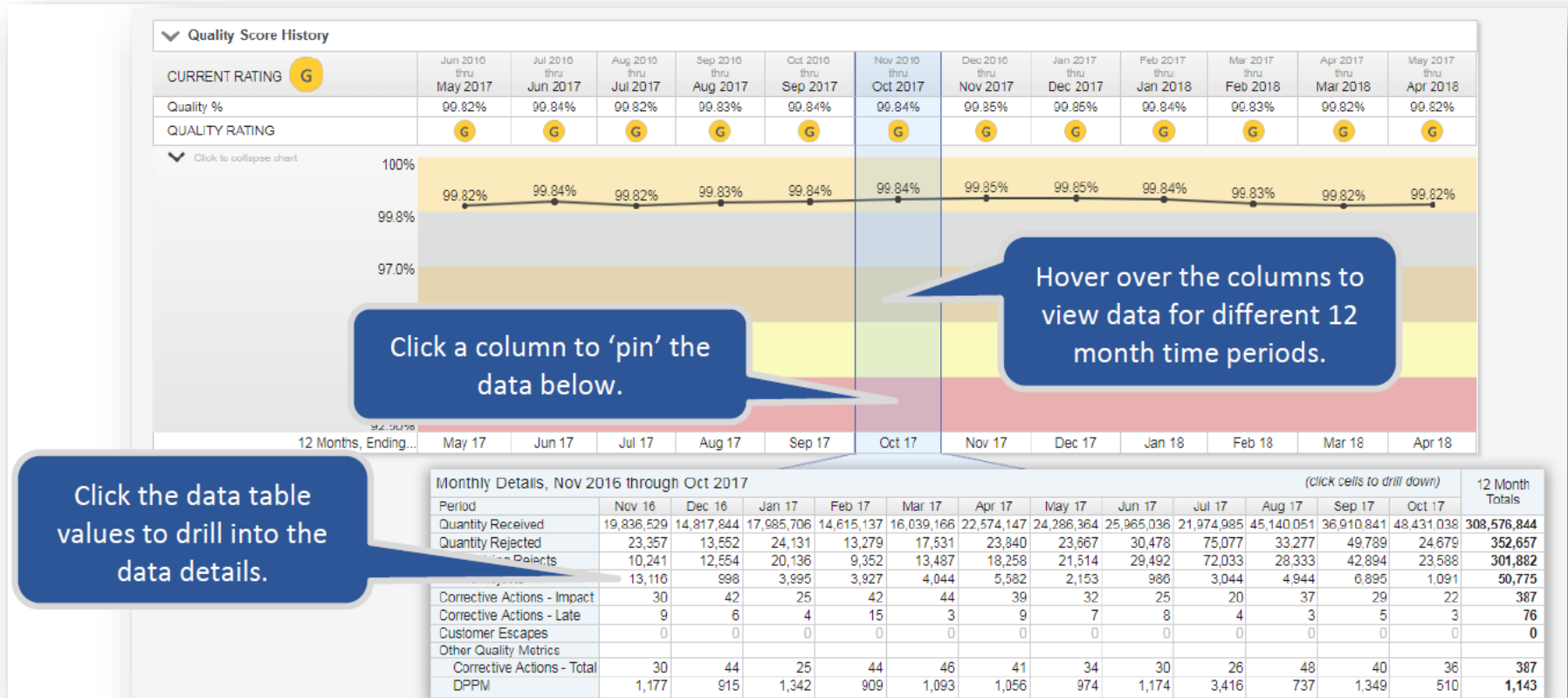
expo / Supplier Scorecard

- Current Month Tab, Invoice Spend Amount, DPPM Quality Metric, and Delivery Corrective Actions Metric

- Current Month tab allows you to track ongoing performance results in the current period.

- IMPORTANT: Data on the Current Month page represents an incomplete period.
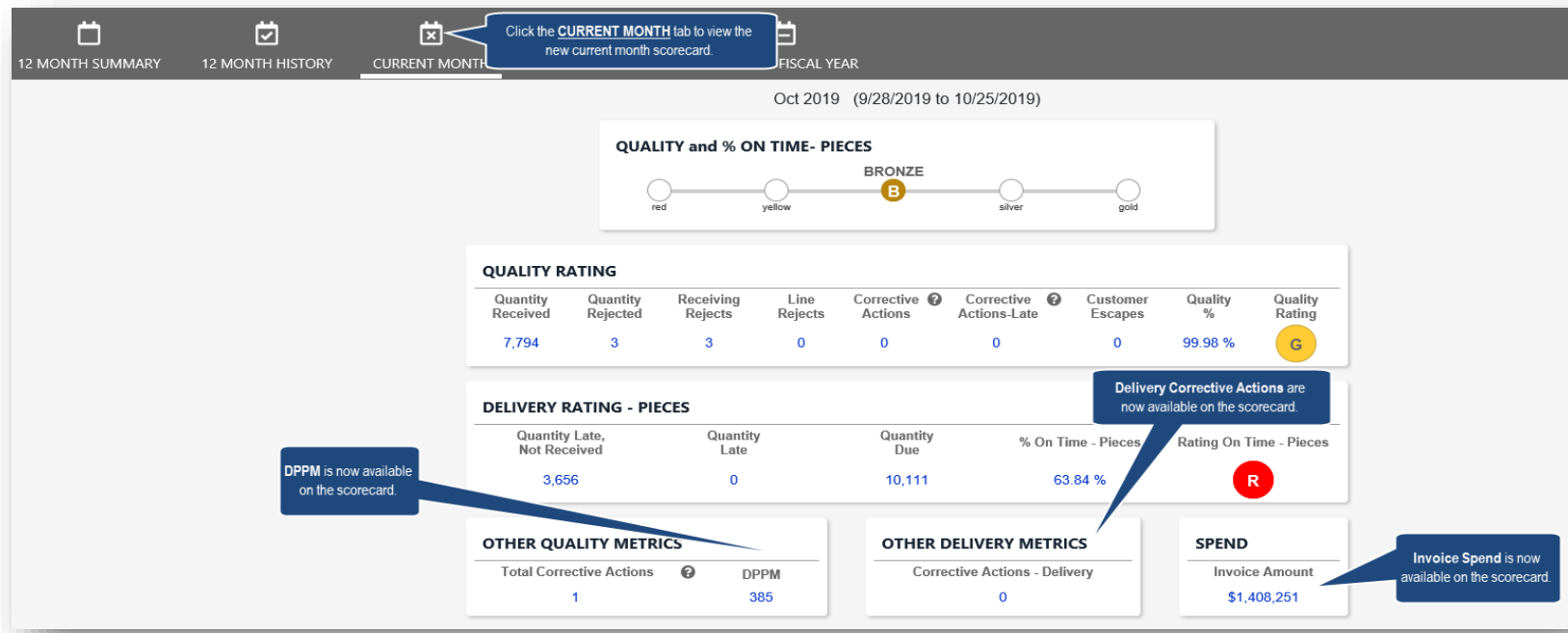
expo / Supplier Scorecard (Quality Performance and Performance Impact)

- Quality information on the system includes problem reports, corrective actions (all, late), SCAR penalty points, customer escapes, and quality percent of received material and can be viewed by clicking on the applicable column on the scorecard.

  - One penalty point is assessed for being issued a SCAR, two for Late SCAR.

  - Receiving and Line Rejects only reflect closed dispositions.

  - Customer Escapes - each month that passes after the escape occurrence, the penalty points are reduced by a factor of 1/6. Penalty reduces month to month, and after six months, the escape penalty no longer applies.

12 MONTH SUMMARY	12 MONTH HISTORY	CURRENT MONTH	FISCAL YEAR TO DATE	PREVIOUS FISCAL YEAR

Oct 2018 through Sep 2019 (9/29/2018 to 9/27/2019)

QUALITY and % ON TIME- PIECES

RED — R — yellow — bronze — silver — gold

Drill Down Capabilities into Details

QUALITY RATING

Quantity Received	Quantity Rejected	Receiving Rejects	Line Rejects	Corrective Actions	Corrective Actions-Late	Customer Escapes	Quality %	Quality Rating
171,628	2,181	2,119	61	1	3	1	90.62 %	R

expo / Supplier Scorecard (Quality Performance and Performance Impact)

- Customer Escape Penalty, Aging Factor and Detail Page
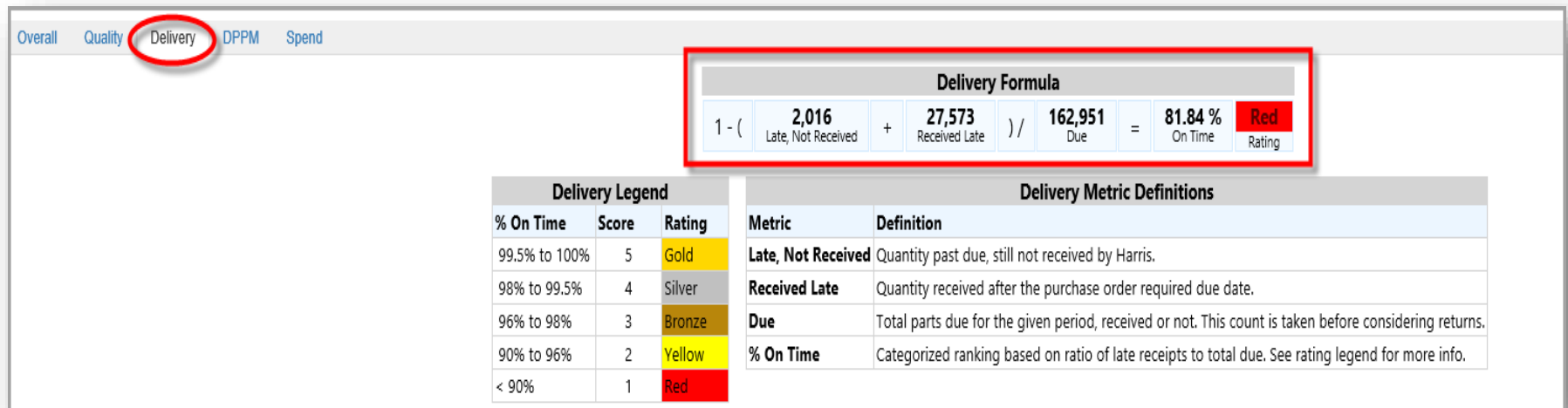
expo / Supplier Scorecard (Delivery Performance and Performance Impact)

- Delivery Performance
  - Delivery percent is calculated based on Total Pieces Late and Not Received, Total Pieces Received Late and Total Pieces Due.

Overall   Quality   Delivery   DPPM   Spend

Delivery Formula

$$1 - (\frac{2{,}016}{\text{Late, Not Received}} + \frac{27{,}573}{\text{Received Late}}) / \frac{162{,}951}{\text{Due}} = \frac{81.84\%}{\text{On Time}} \quad \boxed{\text{Red}} \text{ Rating}$$

Delivery Legend

% On Time	Score	Rating
99.5% to 100%	5	Gold
98% to 99.5%	4	Silver
96% to 98%	3	Bronze
90% to 96%	2	Yellow
< 90%	1	Red

Delivery Metric Definitions

Metric	Definition
Late, Not Received	Quantity past due, still not received by Harris.
Received Late	Quantity received after the purchase order required due date.
Due	Total parts due for the given period, received or not. This count is taken before considering returns.
% On Time	Categorized ranking based on ratio of late receipts to total due. See rating legend for more info.

expo – Supplier Support Request (SSR)

Note to Suppliers

A Supplier Support Request (SSR) is required for each shipment where approval to a deviation to a contractual requirement is needed.

If the Supplier has opened any SSRs requiring information, review, deviation and/or approval to L3Harris' contractual requirements, those SSRs shall be approved prior to delivery of product to L3Harris.

All SSRs are specific to a single part number, quantity, purchase order number, and purchase order line item. The same SSR shall not be referenced for any other purchase order number and line item.

Requests shall be submitted to L3Harris on a Supplier Support Request (SSR) through the expo Portal.

e**x**po – creating a Supplier Support Request (SSR)

- Once logged into e**x**po go to Supplier Quality Quick Link Box:
  - Select SSRs
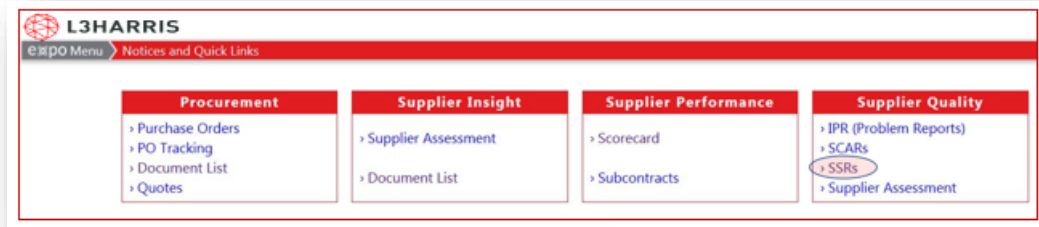
  - Select Create SSR

- Scroll down to choose correct PO# or enter PO# and hit enter
  - Find the correct part and click Select.
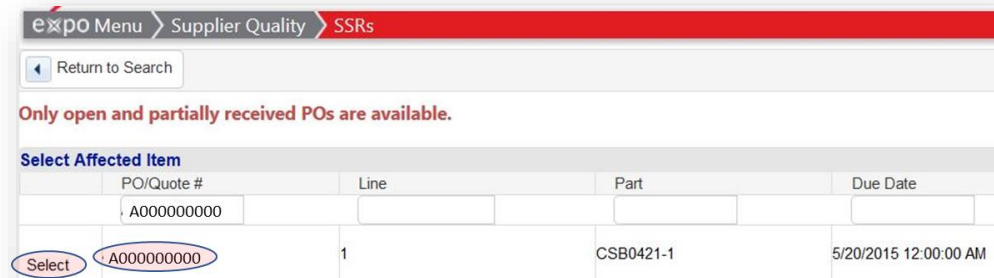
expo – SSR
(*Supplier Support Request)*

- **SSR** (Supplier Support Request)
  - Support request based on when a supplier requires *information* (SIR) prior to product/parts being manufactured or for a *deviation* (SDR) to L3Harris contractual requirements.
  - All SSR's are specific to a single part number, quantity, PO number and PO line item.

  Supplier Support Request (SSR) Link

- **Different types of SSRs are:**
  - SIR (Supplier Information Request)
  - SDR (Supplier Deviation Request)
  - FAI (First Article Inspection)
  - APQP (Advanced Product Quality Planning)
  - SCN (Supplier Change Notification)

Note: *The following slides will show how to properly create an SSR and select the correct types to address the specific need.*

expo – SIR
(*Supplier Information Request*)

- **SIR** (Supplier Information Request)
  - Information request for a print change or clarification to purchase order requirements such as drawings, specifications, etc. This request shall be made before parts are built.
  - All SIRs are specific to a single part number, quantity, PO number and PO line item.

Information Request:

1. Enter Quantity Affected
2. Choose **Information** as the Request Type
3. Sub-codes to be selected per definition on following slide
4. Add requirement in question
5. Enter Question or Discrepancy
6. Upload attachment (if required)
7. Click Submit

ex**p**o – SIR
(*Supplier Request Sub-Type*)

Supplier Information Request

Design for Manufacturing Improvement – Specification Change Request

- Specific change recommendation to improve part manufacturability – cost reduction from suggestion should be included in request

Design Requirement Clarification

- Clarification of design requirements, specific to design/build to engineering requirements

Drawing / BOM / Parts List Clarification

- Clarification to parts list, BOM or Drawing when PO is for build to print

Drawing to Model/Data Correlation Clarification

- Used when drawing and model do not match, and clarification is needed prior to manufacturing

L3Harris Furnished Material

- Used when requesting information or stating issue with L3Harris furnished material

Obsolescence

- Used to inform L3Harris of obsolete parts

Q-Clause Clarification

- Used to clarify Quality Clause requirements flowed down within purchase order
- Used to submit documents related to a flow down for approval (not related to FAI, or APQP)

Special Processor Related Request

- Used to request a new vendor addition or inform L3Harris of the processors being used per QC-1850 requirements

ex po – SDR
(*Supplier Deviation Request*)

- **SDR** (Supplier Deviation Request)
  - Deviation request if the parts/product do not meet the L3Harris contractual requirements from the supplier, an SDR shall be submitted. This request is made when parts/product are in process and/or finished.
  - All SDR's are specific to a single part number, quantity, PO number and PO line item.

Deviation Request:

1. Enter Quantity Affected
2. Choose **Deviation** as the Request Type
3. Sub-codes to be selected per definition on following slide
4. Add requirement in question
5. Enter Question or Discrepancy
6. Add Root Cause
7. Enter Corrective Action
8. Upload attachment (if required)
9. Click Submit

expo – SDR
(*Supplier Request Sub-Type*)

Supplier Deviation Request

Design Requirement Exception

- Used to take exception to a design/drawing requirement flow down

- Used for flow down exception including but not limited to C of C, special process approvals, etc.

Lack of Capability

- Not capable to meet a quality clause requirement

- Also used when the process is deemed to be incapable of producing conforming feature (design change or supplier change is required to obtain conforming parts)

Lack of Process Control

- Used when excessive process variation is driving non-conformance and a process change is being implemented as a corrective action to meet compliance on future lots

Material Deviation (intentional)

- Requested material change during manufacturing/assembly

Process Deviation (intentional)

- Requested process deviation during manufacturing/assembly

expo – FAI
(*First Article Inspection*)

- **FAI** (First Article Inspection)
  - Submit an SSR- FAI First Article Inspection Report (Reference AS9102) when the Drawing specifies or if QC-1420 is on the Purchase Order. The FAI documentation is to be attached in the SSR-FAI record prior to submitting for approval, then submit the SSR-FAI for approval in the expo system.

FAI Request:

1. Enter Quantity Affected
2. Choose *First Article Inspection* as the Request Type
3. Sub-codes to be selected per definition on following slide
4. Add Spec/Q-clause Requirement
5. Enter Question or discrepancy
6. Upload attachment (if required)
7. Click Submit

e**x**po – FAI
(*Supplier Request Sub-Type*)

First Article Inspection

Delta Revision/Process Change

- Used for a delta FAIR due to a process or revision change impacting specific features

- Also used for Supplier Sub-tiers Change FAI

Full Location Change

- Full FAI Package being submitted due to location change by the supplier

Full New Part/Lapse in Production

- FAI First Article Inspection Report (Reference AS9102) for either new production or lapse in production per requirements occur

expo – APQP (*Advanced Product Quality Planning*)

- **APQP –** Advanced Product Quality Planning, to be utilized any time an APQP package or individual element is being submitted for review. This provides a secure transfer of the supplier's document and allows for official approval and maintenance of records.

APQP Request:

1. Enter Quantity Affected
2. Choose ***Advanced Product Quality Planning*** as the Request Type
3. Sub-codes to be selected per definition on following slide
4. Add Spec/Q-clause Requirement
5. Enter Question or Discrepancy
6. Upload attachment (if required)
7. Click Submit

expo – APQP
(*Supplier Request Sub-Type*)

Advanced Product Quality Planning (APQP)

- Control Plan – when only control plan or delta control plan are submitted

- Gage R and R – when only Gage R&R or delta Gage R&R are submitted

- KC Capability Data (CPK) – control charts, and data management items submission

- KC SPC Data – raw data submission for specific KC's

- PFMEA – when only PFMEA or delta PFMEA are submitted

- Process Map – when only process map or delta process map are submitted

- Q-Clause Full Package Submittal – when full PPAP is being submitted for final approval

expo – SCN
(*Supplier Change Notification*)

- **SCN** (Supplier Change Notification)
  - Submit an SSR-SCN Supplier Change Notification when the supplier wants to notify L3Harris of a change which may affect the contractual requirements of the Purchase Order. This includes but is not limited revision changes, material changes, location of manufacture change, process and/or equipment change, etc.

Supplier Change Notification Request:

1. Enter Quantity Affected
2. Choose **Supplier Change Notification** as the Request Type
3. Sub-codes will be blank
4. Add Spec/Q-Clause Requirement
5. Enter Question or Discrepancy
6. Upload attachment (if required)
7. Click Submit

expo – SSR Processing

- After an SSR has been submitted to L3Harris, the SSR will change from 'New/Issued' to 'Pending Status'

- The SSR will then be awaiting L3Harris review and approval

- Approval response will be seen under the "L3Harris Response" section

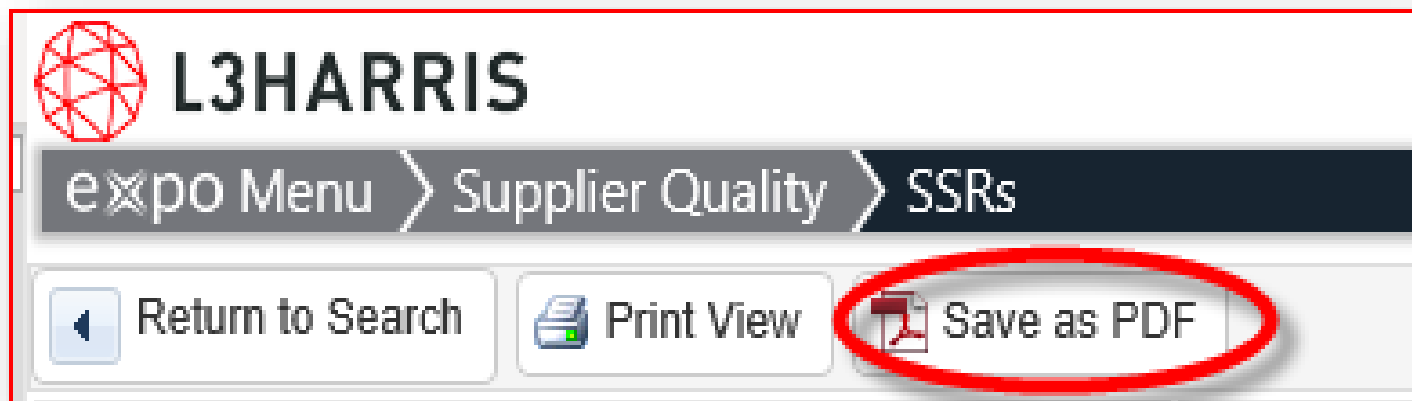# expo – SSR Printing and Saving

- To print a copy of the SSR:
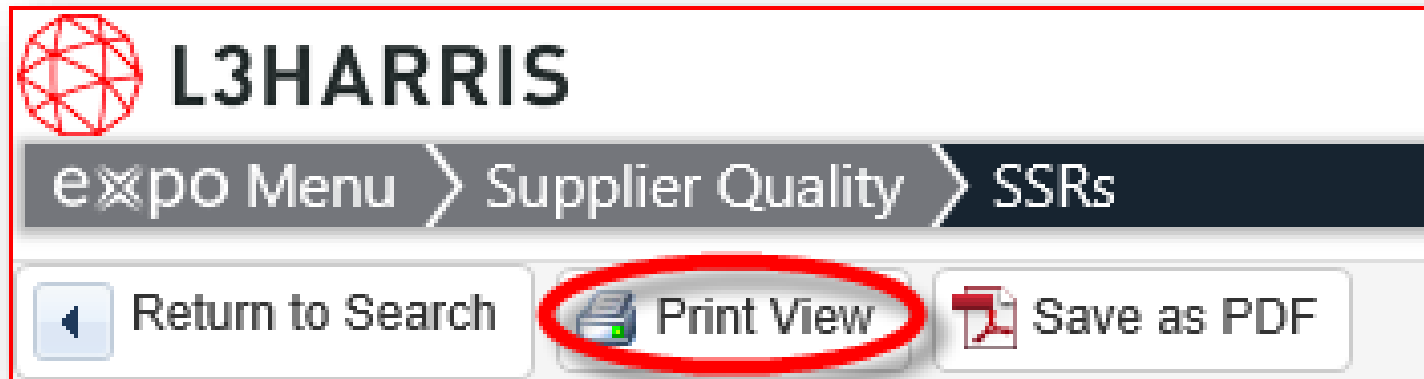
- To save a copy of the SSR as pdf:

Supplier Corrective Action Request (SCAR)

- The Supplier Corrective Action Request (SCAR) response must be submitted using the expo Portal.

- L3Harris supplier quality can assist suppliers with the SCAR completion process for quality SCARs.

- L3Harris procurement/subcontracts can assist suppliers with the SCAR completion process for Delivery SCARs.

- Root cause, corrective action and objective evidence associated with the discrepancy will be reviewed by L3Harris for effectiveness and implementation.
  - SCAR responses that are unrealistic, negative, vague or technically incorrect will be disapproved and the supplier will be notified.

- A rejected SCAR will be resubmitted to the supplier with a new due date assignment of 10 business days.

- Suppliers are required to use expo for the communication of SCARs.
  - No external L3Harris documents will be accepted for SCAR communication (i.e., 5 why, 8D).

# Consequences – Inadequate and/or Untimely Responses to SCARs

- Containment must be updated in e**x**po and reported to the Supplier Quality Engineer within 48 hours.

- Inadequate responses will be rejected.

- Untimely responses to SCARs will result in additional demerits subtracted from your overall performance.
  - The supplier:
    - Must complete a SCAR response
    - Must complete and submit a <u>Request for Extension</u> or
    - Must resubmit a rejected SCAR

- If a corrective action response cannot be provided within the initial 10 business days of the issuing of the SCAR**,** an extension request must be submitted by the supplier using the e**x**po Portal within the initial 10 business days to preclude a penalty assessment.
  - To request an extension the "General, Problem, and Containment" portions of the SCAR must be completed
  - Note: A supplier may take exception to an issued SCAR, but it must be communicated in the initial SCAR response and the above portions of the SCAR must be completed
  - SCAR extensions are limited to a maximum of 3

- If there is no response to the SCAR, or if the response is rejected and no additional response is provided, the SCAR may be closed and assessed penalty points.

- Continued poor/unacceptable quality, or failure to pass a quality survey, may result in a supplier being placed on the conditional supplier list (making it more difficult for L3Harris to place an order with them) or being designated as a "Restricted Supplier" by the L3Harris-GCSD Supplier Corrective Action Board.

Searching SCARs in expo

- Search SCAR #
  - Enter RCCA Number without RCCA Prefix
  - A hyperlink with the matching SCAR # will appear directly below the typed field
  - Click on blue highlighted hyperlink to open SCAR
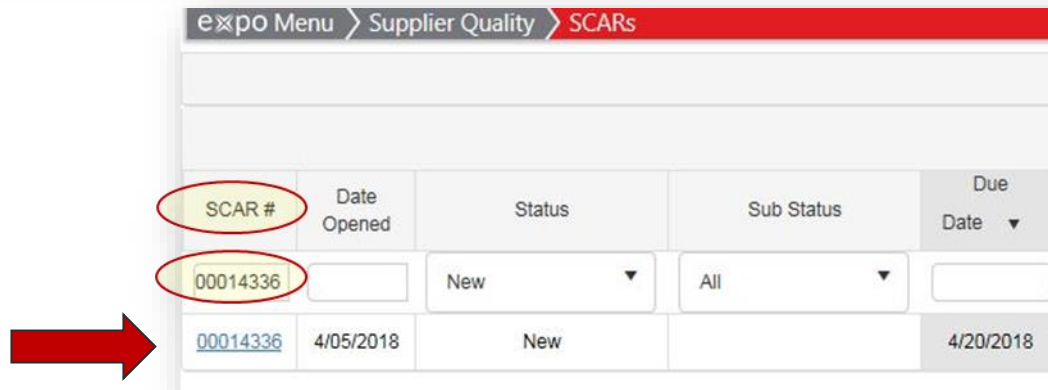
Viewing SCAR form in e**x**po

- Yellow highlighted SCAR information will be pre-populated on the "General" tab.

- *Supplier must complete the electronic form by entering the appropriate information as shown on the next page.*

SCAR Processing Tabs

The SCAR's sections are defined by tabs. These need to be completed in order**.**

1. General
- L3Harris will use to provide general information i.e., NCR description, RCCA, NCR number, PO
- Supplier will provide their team members that will be supporting the RC/CA of the SCAR response and upload any relevant attachments to support their response

2. Problem
- The supplier will describe here the type of defect in its terms for this SCAR response
- Where the problem is occurring within their product or process
- Where in the process flow did the problem first develop (ie: Contract Review, Mfg, Inspection, etc.)
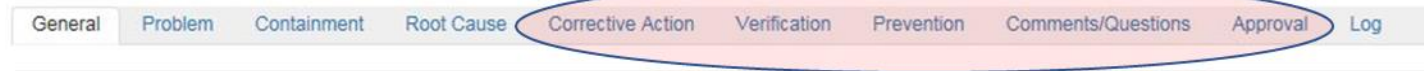
3. Containment
- When applicable, the supplier will show here how more non-conforming products (if any) will be contained at their facility, including material quantities, sorting, methods used and short-term corrective actions

4. Root Cause
- Supplier will identify and list the causes for the non-conformance. Describe the root causes that led to the non-conformance and identify the tool used in the root cause analysis
- Identify root cause type as either process or system
- If the problem was not always present explain what changed and when it changed
- Suppliers are required to utilize either the 5-Why's or fishbone diagram root cause analysis tool for root cause analysis. The 5-Why's may be added within the field or as an attachment to the final submittal. The fishbone diagram may be attached to the final submittal. This is required for determining effectiveness of RCA and corrective and preventative actions

SCAR Processing Tabs (continued)

General | Problem | Containment | Root Cause | Corrective Action | Verification | Prevention | Comments/Questions | Approval | Log

5. Corrective Action
- Supplier must list the <u>actions that will address the non-conformance </u>or that will prevent similar future non-conformances
- Supplier must also include corrective action for why the non-conformance was not detected prior to shipment from their facility

6. Verification
- Supplier will enter here a description of <u>the method used to verify that the corrective action was effective </u>in containing and eliminating the non-conformance
- Must include who is responsible for completing the verification action, date of the verification action and the status

7. Prevention
- Supplier will list here the actions, <u>activities that are in place to prevent future non-conformances</u> including pertinent tooling, preventative maintenance, specifications, drawings, operator instructions, inspection/control plans, and Failure Mode & Effect Analysis
- Supplier will complete the three-category questions of notifying L3Harris of a process change, can actions be leveraged to similar processes or other product lines, and has or will mistake-proofing be incorporated

8. Approval
- L3Harris will complete this section once all previous sections have been reviewed and approved
- Approval process will be seeking accuracy and completeness with root causes identified and permanent corrective actions implemented/verified to eliminate the non-conformance

SCAR Extension Request and Response

Extension Request
- To request an extension, the General, Problem and Containment tabs must be filled out at a minimum.
- If this is not completed, a pop-up window will be displayed indicating what fields are required prior to allow the extension request to be processed.

Final SCAR Response
- General, Problem, Containment, Root Cause, Corrective Action, Verification and Prevention must be completed to submit a Final SCAR response to L3Harris-GCS.

Supplier Toolbox Links

- Quality Clauses (H-1999Q)
  - Link: Q-Clauses-Procurement Quality Requirements

- expo Scorecard (Supplier Performance Metrics)
  - Link: expo Supplier Scorecard

- expo SSRs (SDRs & SIR)
- (Supplier Support Request for SDRs and SIRs)
  - Link: L3Harris expo Portal

- expo SCARs (Supplier Corrective Action Request)
  - Link: L3Harris expo Portal

- Electronic Data Submission
  - Link: expo Menu > Procurement > Document List > Supplier Files
  - Link: expo Menu > Procurement > Document List > Public Files – Title Search "*Document List – Supplier Instructions*"
    - Direct Link to Document List – Supplier Instructions