

ComplianceQuest (CQ) Supplier Corrective Action Request Process Supplier Job Aid

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1. Purpose

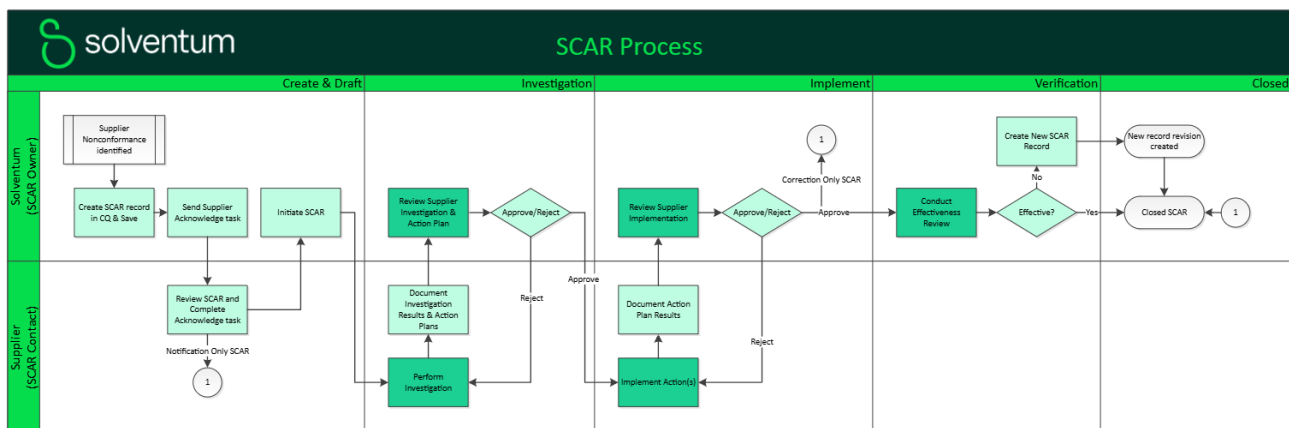
This job aid is designed to guide suppliers through the Solventum Supplier Corrective Action Request (SCAR) process, ensuring a consistent and effective response to quality issues. It outlines the required steps, expectations, and documentation standards necessary to address nonconformances, identify root causes, and implement corrective actions. The goal is to support continuous improvement, enhance product quality, and strengthen collaboration between suppliers and Solventum.

2. Responsibility

Function/Role	Responsibility
SCAR Owner (CAPA Sponsor)	<ul style="list-style-type: none"> Solventum contact responsible for processing the SCAR in ComplianceQuest. Gather and document nonconformance information in SCAR and submit to Supplier Contact. Review and approve/reject supplier investigation, and supplier implementation. Perform verification of effectiveness and close SCAR.
Supplier Contact (CAPA Coordinator)	<ul style="list-style-type: none"> Solventum Supplier contact responsible for processing the SCAR in the ComplianceQuest supplier portal. Review SCAR details in a timely manner and perform internal containment measures if necessary. Conduct a thorough investigation to determine the underlying cause(s) of the nonconformance. Develop and implement effective correction/corrective action(s) to prevent recurrence. Provide a complete and accurate response to SCAR tasks within the specified timeframe. Maintain open and proactive communication with the Solventum SCAR Owner throughout the SCAR process.

3. Process Overview

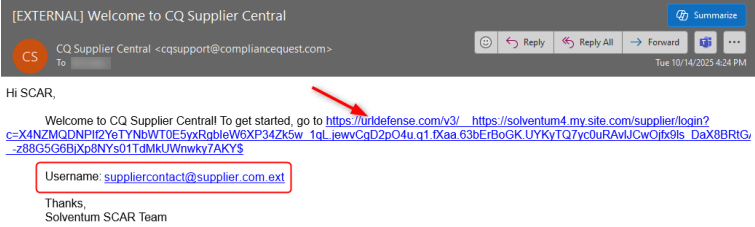
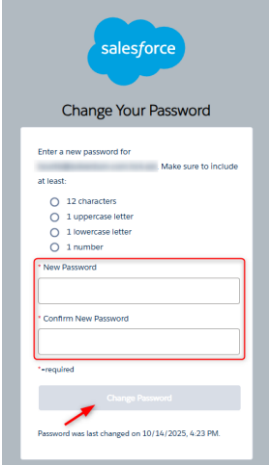
The following process flow diagram illustrates the key process steps for the Solventum SCAR process in ComplianceQuest (CQ). It provides a visual summary of the SCAR lifecycle ensuring clarity and alignment throughout the process.

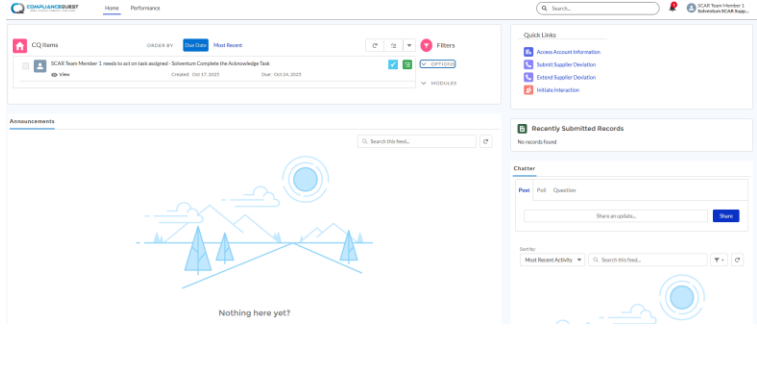


4. System Navigation

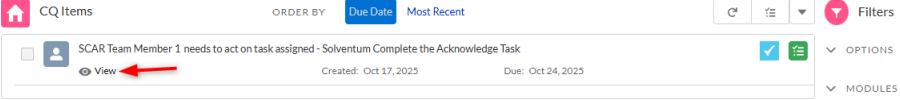
Solventum utilizes the ComplianceQuest platform to manage SCARs. This section provides instructions to help suppliers access and navigate the ComplianceQuest Supplier Central portal.

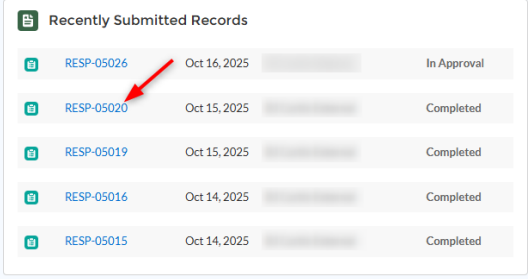
4.1. Supplier Portal Access

Steps	Detail
Supplier Registration	<p>Supplier contacts that are entered into the Solventum ComplianceQuest system, will receive a 'Welcome to CQ Supplier Central' email. Account registration must be completed in order to access the supplier portal.</p> <p>To complete account registration:</p> <ol style="list-style-type: none"> Select the 'To get started' link within the Welcome email. <p>Note: Your account username is included in the Welcome email. Please ensure it is securely recorded for future access.</p>  You will be directed to a Salesforce Change Password screen. Enter a password that meets the defined requirements and select 'Change Password'.  Account registration is now complete, and you will be directed to your organization's Supplier Central Home page. <p>Note: Please ensure your password is securely recorded to facilitate future access.</p>

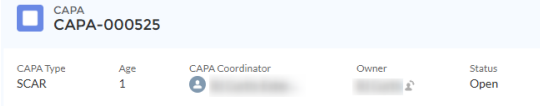
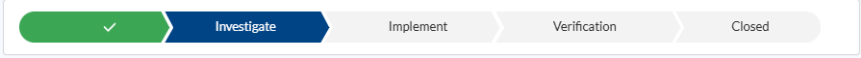
Steps	Detail
	
Supplier Central Link	<p>To ensure quick and convenient access, suppliers are encouraged to bookmark the web address to the supplier portal.</p> <p>Web Address: https://solventum4.my.site.com/supplier/s/</p>

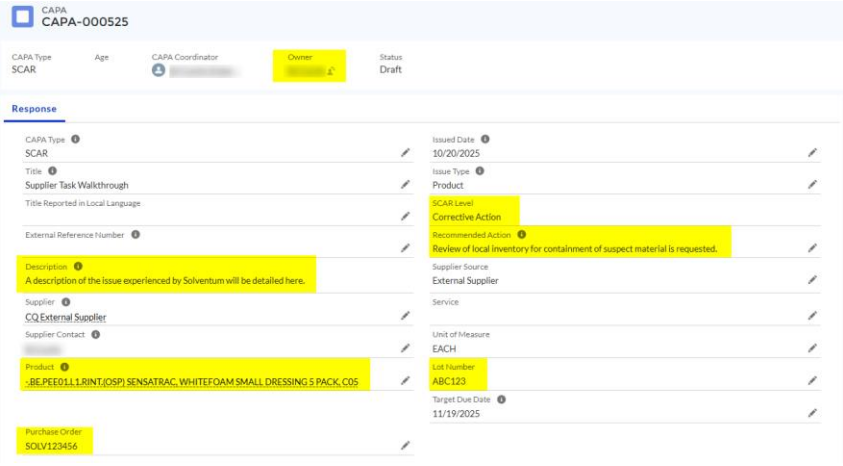
4.2. Supplier Central Home Screen

Steps	Detail
CQ Items	<p>The CQ Items section displays a list of supplier tasks that are to be completed.</p> <ul style="list-style-type: none"> • Tasks will be listed in order by upcoming Due Date. • Tasks can be accessed by selecting 'View'. 
Announcements	<p>The Announcements section is a one-directional (Solventum to Supplier) communication board that can be used by Solventum to provide important announcements and information for suppliers.</p>
Quick Links	<p>Access Account Information – Can be used by the supplier to view Supplier Account details, access historical SCAR records (CAPAs), and view related Nonconformances.</p> <p>Submit Supplier Deviation – DO NOT USE – This feature is not active.</p> <p>Extend Supplier Deviation – DO NOT USE – This feature is not active.</p> <p>Initiate Interaction – DO NOT USE – This feature is not active.</p>
Recently Submitted Records	<p>The Recently Submitted Records section will provide a list of recent responses (RESP) provided by your organization.</p> <ul style="list-style-type: none"> • The status and date submitted for each response will be displayed. • To view a record, select the 'RESP-#####' link.

Steps	Detail
	 <p>Note: Previous SCAR records can be found by selecting 'Access Account Information' in the Quick Links section. Historical SCAR records will be listed under the 'Related CAPAs' section.</p>
Chatter	The Chatter section can be used to collaborate with other supplier contacts associated with the supplier account by posting announcements, polls, or questions.

4.3. Task Screen

Steps	Detail
SCAR Record Identification	<p>The SCAR record identification can be found at the top of the screen, which provides the record number, age, ownership, and status.</p> <p>Note: The SCAR record identification (aka SCAR number) will start with the prefix "CAPA-", followed by a 6 digit number.</p> 
Record Stage	<p>Identification of the record stage can be found below the SCAR record identification.</p> <ul style="list-style-type: none"> The current stage will be highlighted. Previously completed stages will have a checkmark. 
SCAR Details	<p>The details of the SCAR can be found at the top of the Response section. Essential information related to the SCAR:</p> <ul style="list-style-type: none"> Owner – Identifies the Solventum contact that owns the SCAR. SCAR Level – Identifies the level of action required (Notification, Correction, Corrective Action). Recommended Action – Provides recommended actions to consider as part of immediate containment or correction activities. Description – Will contain a detailed summary of the issue including pictures (if applicable). Product – Identifies the Solventum product impacted. Lot Number – Identifies the impacted supplier lot number(s).

Steps	Detail
	<ul style="list-style-type: none"> • Purchase Order – Identifies the associated purchase order number(s). 
Ownership	Provides ownership details for both Solventum and Supplier.
Cost	Note: Cost Section is for Solventum use only . Credit/Compensation for defective material is out of scope for the SCAR process.
Closure	The closure section will display the final resolution (i.e. Effective or Ineffective) of the SCAR when the record moves to a Closed status. Note: Not applicable for Notification Only SCARs.
System Information	Provides information on the Solventum contact who created and completed the SCAR, the associated dates, and the revision of the record.
Activity/Chatter/Files	Activity: Provides a history of actions taken with the SCAR record. Chatter: Allows supplier contacts to collaborate with each other regarding the SCAR, by sharing updates or posting questions. Files: Allows both Solventum and the supplier to attach and share files related to the SCAR.
Responses	Provides a list of prior responses associated with the SCAR record.
Policy	Displays the system policies that are active for the SCAR record. These policies are dependent on the SCAR Level selected by Solventum when issuing the SCAR.
Team Members	Displays the Solventum and supplier contacts associated with the record.

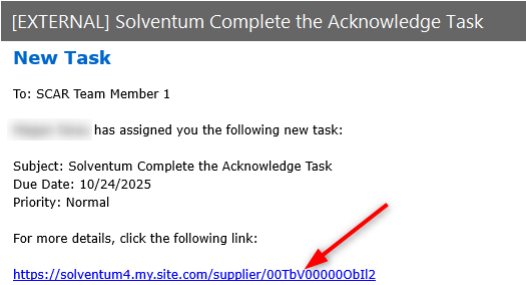
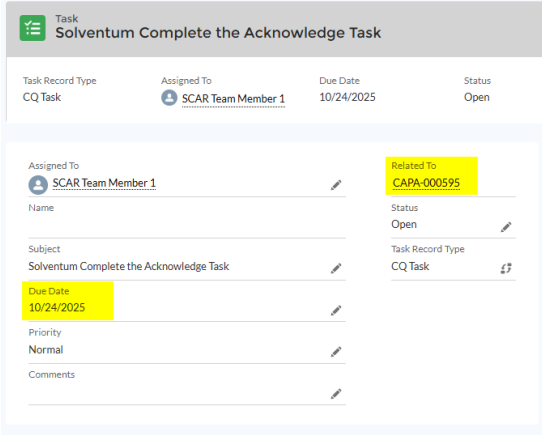
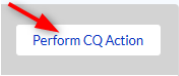
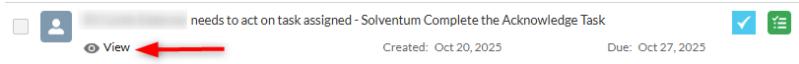
5. Supplier Notifications & Tasks

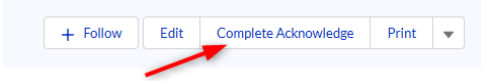
The Solventum SCAR process consists of three distinct tasks requiring supplier response.

1. **Acknowledge Task** - Confirm receipt of the SCAR by a designated supplier representative. This step ensures the issue has been formally recognized by the supplier.
2. **Investigation Task** - Submit a detailed summary of the investigation, including identified root cause(s) and a proposed correction and/or corrective action plan to resolve the issue.
3. **Action Task** - Verify and confirm that the approved correction/corrective action(s) have been fully implemented and verified to be effective.

Note: An 'Acknowledge Only' SCAR will auto close after completion of the Acknowledge Task, and the Investigation task and Action task will not be applicable.

5.1. Complete Acknowledge Task

Steps	Detail
<p>Task Notification Email</p>	<p>After a SCAR has been created by Solventum, an Acknowledge task will be sent to the supplier.</p> <ol style="list-style-type: none"> The supplier contact will receive an email notification titled 'Solventum Complete the Acknowledge Task'. To access the task, select the link at the bottom of the email.  <ol style="list-style-type: none"> Sign in to the supplier portal using the username and password established in section 4.1.
<p>Review Task Details</p>	<p>After logging into the supplier portal, the 'Solventum Complete the Acknowledge Task' will open.</p> <p>The task details can be found including the SCAR record number (designated with CAPA-#####), and the Due Date for the task.</p> 
<p>Access SCAR</p>	<p>If accessing from the Task window: Select the 'Perform CQ Action' button in the upper right-hand corner of the window.</p>  <p>If accessing from the Home screen: Select the 'View' icon associated to the Acknowledge task.</p> 

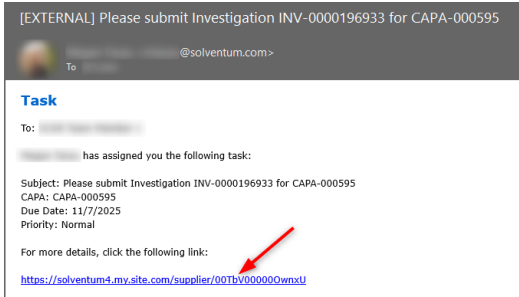
Steps	Detail
Review SCAR Details	Within the SCAR details page, review the SCAR information to gain an understanding of the issue being communicated by Solventum.
Complete Acknowledge Task	<p>To complete the Acknowledge Task:</p> <ol style="list-style-type: none"> Select 'Complete Acknowledge' in the upper right-hand corner of the window.  <ol style="list-style-type: none"> Enter Comments, if applicable, and select the 'Complete' button. The Acknowledge Task status will show "Completed". <ul style="list-style-type: none"> If SCAR Level is 'Notification Only', the SCAR will close, and no further action is required. If SCAR Level is 'Correction' or 'Corrective Action', the SCAR will return to Solventum to be initiated for Investigation.

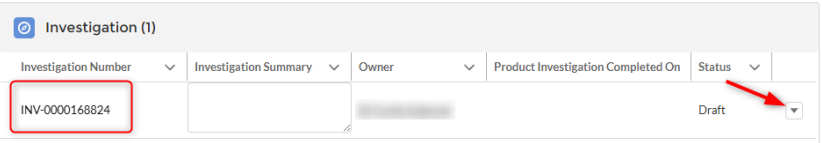
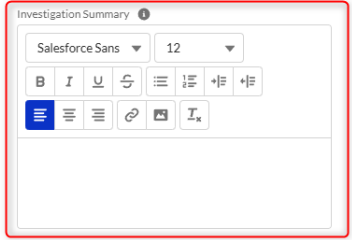
5.2. Complete Investigation Task

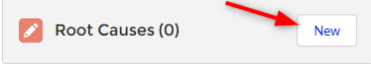
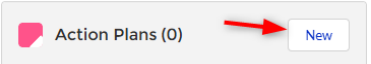
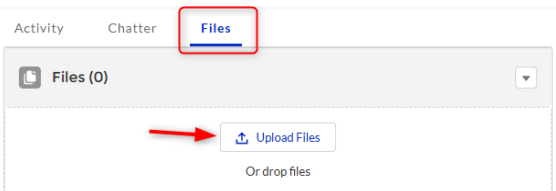
The Investigation stage requires that suppliers complete 3 steps within the SCAR response task before submitting the response to Solventum.

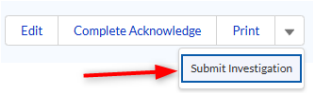

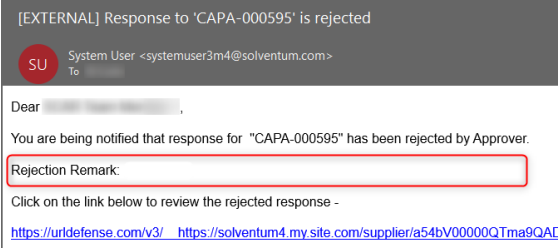
- Document investigation:** Provide a comprehensive overview of the root cause analysis conducted. Should include containment actions, explanation of root cause methodology, identified root cause(s), supporting evidence, and scope.
- Document root cause(s):** Provide the identified root cause(s) of the issue.
- Document action plan(s):** Provide the proposed action(s) to be taken to resolve the issue.

Note: Sections within the SCAR response not covered in these instructions are not applicable (e.g. Investigation Tools, Implementation, etc).

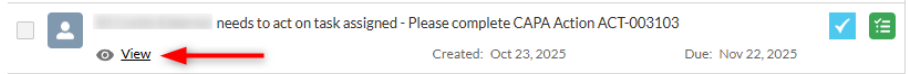
Steps	Detail
Notification Email	<p>After a SCAR has been acknowledged by the supplier, Solventum will initiate the investigation, and the supplier will receive an Investigation task.</p> <p>The supplier contact will receive an email with a notification of the SCAR record number and a link to the SCAR.</p> <ol style="list-style-type: none"> To access the Investigation task, select the link at the bottom of the email.  <ol style="list-style-type: none"> Sign in to the supplier portal using the username and password established in section 4.1.

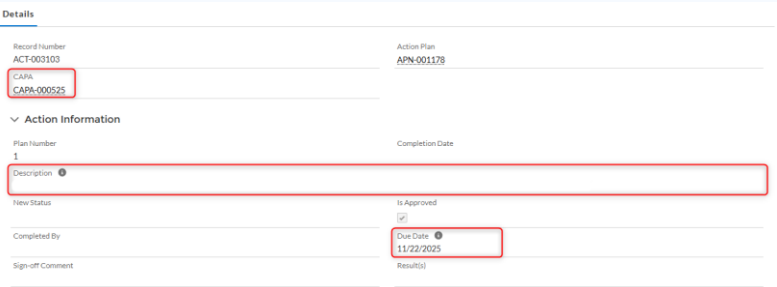
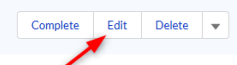
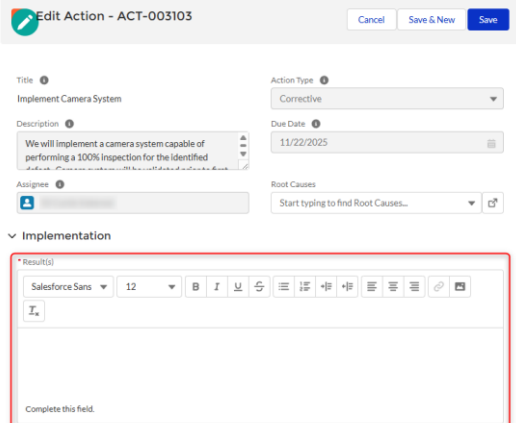
Steps	Detail
Review SCAR Details	<p>Within the task response screen, review the SCAR details to gain an understanding of the issue.</p> <ul style="list-style-type: none"> • Description will provide a detailed summary of the issue and pictures if applicable. • Product, Lot Number, and Purchase Order will provide information about the impacted material. • Recommended Action field may contain instructions regarding material containment or remediation. • Target Due Date is the expected response date for the investigation.
Conduct Investigation	<p>Utilizing the information provided, perform an internal investigation to identify root cause(s), and proposed action plan(s) to address reoccurrence of the issue.</p>
Document Investigation <i>(Required)</i>	<p>After completing the internal investigation, provide an Investigation Summary.</p> <ol style="list-style-type: none"> Navigate to the Investigation section of the SCAR. An investigation object (INV-#####) will be present. From the dropdown menu on the right-hand side, select 'Edit'.  <ol style="list-style-type: none"> Within the Investigation window, navigate to the Detail section and complete the Investigation Summary <i>(required field)</i>. <ul style="list-style-type: none"> • Provide a comprehensive overview of the root cause analysis conducted. Should include containment actions, explanation of root cause methodology, identified root cause(s), supporting evidence, and scope. • Pictures/Images can be inserted into this field for viewing by Solventum.  <ol style="list-style-type: none"> Select 'Save' when finished. <p>Note: All other fields within this window are optional, however, it is recommended that the 5W2H Problem Solving tool is utilized to ensure that all factors of the issue are considered.</p>
Document Root Cause(s) <i>(Required)</i>	<p>Document the root cause(s) identified during the investigation.</p> <ol style="list-style-type: none"> Navigate to the Root Causes section of the SCAR. Select 'New'.

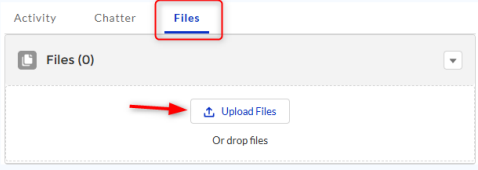
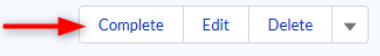

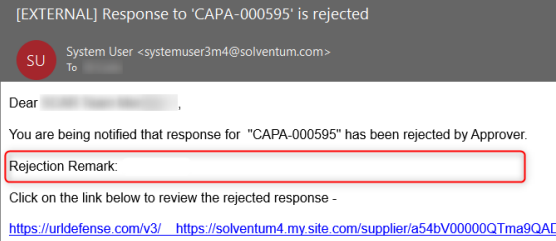
Steps	Detail
	 <p>c. Within the Root Cause window, select a Root Cause Code (<i>required field</i>) from the dropdown list. Note: This field is searchable by typing in the field.</p> <p>d. Provide a description of the root cause if not already provided in the investigation summary.</p> <p>e. If applicable, attach supporting documents to the root cause investigation. Note: When attaching a file, it is recommended to reference the attached document within the Description field.</p> <p>f. Select 'Save' when finished.</p>
<p>Document Action Plan(s) (<i>Required</i>)</p>	<p>Document the proposed action plan(s) to address the issue. Note: Multiple action plans can be added, but a minimum of one plan is required.</p> <p>a. Navigate to the Action Plans section of the SCAR.</p> <p>b. Select 'New'.</p>  <p>c. Within the Action Plan window, select the Plan Type (<i>required field</i>) from the dropdown list. Note: A minimum of one action plan must be added to the investigation with a Plan Type that corresponds with the SCAR Level determined by Solventum (e.g. If SCAR Level = 'Correction' than Plan Type = 'Correction'). For reference, the SCAR Level can be found on the SCAR details page.</p> <p>d. Provide a Title (<i>required field</i>) for the action (e.g. Implement camera system).</p> <p>e. Provide a detailed Description (<i>required field</i>) of the proposed action to be taken to resolve the issue.</p> <p>f. Assign a proposed due date (<i>required</i>) for the action implementation by either selecting a date in the Due Date field, or by entering a value into the Days Required field. Note: Solventum expectation is for suppliers to implement actions to address the issue within 30 days.</p> <p>g. Select an Assignee (<i>required field</i>) to own the action plan task. Note: Only supplier contacts with an active partner license will be displayed.</p> <p>h. If applicable, attach supporting documents to the action plan. Note: When attaching a file, it is recommended to reference the attached document within the Description field.</p> <p>i. Select 'Save' when finished.</p>
<p>Attach Files</p>	<p>To share files with Solventum, navigate to the Files section and select 'Upload Files'.</p> 

Steps	Detail
<p>Submit Investigation</p>	<p>To complete the Investigation Task:</p> <ol style="list-style-type: none"> In the upper right-hand corner of the window, select 'Submit Investigation' from the dropdown menu.  <ol style="list-style-type: none"> Review the information in the Submitting Investigation window and select 'Save' when finished. The Investigation Task has now been submitted to Solventum for review and approval.
<p>Response Approval/ Rejection</p>	<ul style="list-style-type: none"> If approved by Solventum, the supplier contact will receive a 'Response Approved' email.  <p>Note: The action plan(s) proposed in the investigation can now be implemented.</p> <ul style="list-style-type: none"> If rejected by Solventum, the supplier contact will receive a 'Response Rejection' email. The email will contain a rejection remark from the Solventum SCAR owner.  <p>Note: See section 6.1 for next steps.</p>

5.3. Complete CAPA Action Task

Steps	Detail
<p>Access Supplier Central</p>	<p>Login to Supplier Central.</p> <ul style="list-style-type: none"> Web Address: https://solventum4.my.site.com/supplier/s/ Complete sign-in using the username and password established in section 4.1.
<p>Open Action Task</p>	<p>Under the CQ Items section, identify the 'CAPA Action ACT-####' task for the applicable SCAR and select 'View'</p> 

Steps	Detail
<p>Review Approved Action Plan(s)</p>	<p>Within the Action (ACT-XXXXXX) screen, review the action information.</p> <ul style="list-style-type: none"> To review the SCAR details, select the CAPA number. Description will provide a detailed summary of the approved implementation plan to address the root cause(s). Due Date provides the approved date for completing implementation of the action. Note: If additional time is needed to complete implementation, an extension may be requested. See section 6.2. 
<p>Implement Planned Actions</p>	<p>Execute the actions necessary to carry out the approved correction/corrective plan that was identified during investigation. Actions taken need to address the root cause(s) of the issue and prevent reoccurrence of the issue.</p>
<p>Document Results <i>(Required)</i></p>	<p>After completing implementation of the action plan(s), provide the results.</p> <ol style="list-style-type: none"> Select 'Edit' in the upper right-hand corner.  <ol style="list-style-type: none"> Within the Edit Action window, provide a detailed summary of the implementation in the Results <i>(required field)</i>. <ul style="list-style-type: none"> Provide the outcome of the correction/corrective action(s) that were executed. Should include summary of actions taken, evidence of implementation, verification activities conducted, and initial data to support effectiveness. Pictures/Images can be inserted into this field for viewing by Solventum. Select 'Save' when finished. 

Steps	Detail
<p>Attach Files</p>	<p>To share files with Solventum, navigate to the Files section and select 'Upload Files'.</p> 
<p>Complete Action Task</p>	<p>To complete the Action Task:</p> <ol style="list-style-type: none"> In the upper right-hand corner of the window, select 'Complete'.  <ol style="list-style-type: none"> Review the information in the Completing Action window for accuracy. Enter the Completion Date (<i>required field</i>) that the action was completed. Select 'Save'. The Action Task has now been submitted to Solventum for review and approval.
<p>Response Approval/ Rejection</p>	<ul style="list-style-type: none"> If approved by Solventum, the supplier contact will receive a 'Response Approved' email.  <p>Note: The SCAR will move to Verification stage and no further actions are required by the supplier.</p> <ul style="list-style-type: none"> If rejected by Solventum, the supplier contact will receive a 'Response Rejection' email. The email will contain a rejection remark from the Solventum SCAR owner.  <p>Note: See section 6.1 for next steps.</p>

5.4. SCAR Closure

Steps	Detail
<p>Closure Notification Email</p>	<p>Upon verification completion by Solventum, the supplier contact will receive an email notification with the outcome of either 'Effective' or 'Not Effective'.</p> <ul style="list-style-type: none"> A SCAR closed as 'Effective' requires no further action.

Steps	Detail
	<ul style="list-style-type: none"> A SCAR closed as "Not Effective" will generate a new SCAR record that will be initiated to the supplier to start a new investigation.

6. Additional Instructions

6.1. Response Rejection

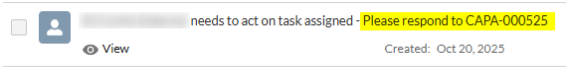

Steps	Detail
Notification Email	<p>When a supplier response (Investigation or Implementation) is rejected by Solventum, the supplier contact will receive an email notification.</p> <ol style="list-style-type: none"> The Reject Remark within the email will provide details as to why the response was rejected by Solventum. To view the rejected response, select the link in the email. <div data-bbox="592 655 1193 919" data-label="Image"> </div> Sign in to the supplier portal using the username and password established in section 4.1. The Response object (RESP-#####) will display. <p>Note: The previously submitted response will have a status of Completed. A new response will need to be submitted.</p>
Update Investigation	<ol style="list-style-type: none"> Return to the SCAR record. <ul style="list-style-type: none"> Within the rejected response, select the CAPA number in the Information section to be redirect to the SCAR record. <div data-bbox="690 1270 901 1407" data-label="Image"> </div> Within the SCAR record, update the Investigation, Root Cause, and/or Action Plan as necessary per the reject remark. <ul style="list-style-type: none"> Select the dropdown menu next to the applicable object and select edit.
Submit Investigation	<p>To complete the Investigation Task:</p> <ol style="list-style-type: none"> In the upper right-hand corner of the window, select 'Submit Investigation' from the dropdown menu. <div data-bbox="592 1701 901 1795" data-label="Image"> </div> Review the information in the Submitting Investigation window and select 'Save' when finished.

Steps	Detail
	<p>c. The Investigation Task has now been submitted to Solventum for review and approval.</p> <p>d. If approved by Solventum, the supplier contact will receive a 'Response Approved' email.</p> <p style="padding-left: 40px;">Note: The action plan(s) proposed in the investigation can now be implemented. See section 5.3.</p> <p>e. If rejected by Solventum, the supplier contact will receive a 'Response Rejection' email. The email will contain a rejection remark from the Solventum SCAR owner.</p>

6.2. Request Implementation Extension

Steps	Detail
Request Extension	<p>During the Implement stage, a due date extension may be requested for the action task.</p> <p>a. Within the Action (ACT-#####) object, select 'Request Extension' from the dropdown in the upper right-hand corner.</p> <div data-bbox="592 819 868 966" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;"> </div> <p>b. Select the Requested Due Date (required field).</p> <p>c. In the Justification for Extension (required field) provide an explanation for requesting additional time.</p> <p>d. Select 'Save'</p> <div data-bbox="544 1155 1088 1564" style="border: 1px solid #ccc; padding: 10px; margin: 10px 0;"> <p style="text-align: center;">Extension Request</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p>Current Due Date ?</p> <input type="text" value="11/22/2025"/> </div> <div style="width: 45%; border: 2px solid red; padding: 2px;"> <p>* Requested Due Date ?</p> <input type="text"/> </div> </div> <div style="border: 2px solid red; padding: 2px; margin-top: 5px;"> <p>* Justification for Extension ?</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> </div> <p style="font-size: x-small; margin-top: 5px;">Purpose Of Signature</p> <input type="text" value="Extension Request"/> <p style="font-size: x-small; margin-top: 5px;">Comment</p> <div style="border: 1px solid #ccc; height: 20px; width: 100%;"></div> <p style="font-size: x-small; margin-top: 5px;">User/ CQ External Supplier Partner User / Partner Community</p> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Cancel"/> <input type="button" value="Save"/> </div> </div> <p>e. The extension request has now been submitted to Solventum for review and approval.</p>

7. Troubleshooting

Issue	Resolution
Unable to complete 'Please respond to CAPA' task. 	This task can be disregarded and will be removed from the task list after the Action Task is approved by Solventum in the Implement stage.
Unable to submit Investigation Task – Error creating record 	The 'Plan Type' selected in the Action Plan does not meet the SCAR Level requirement. Correct the Plan Type to match the SCAR Level (e.g. If SCAR Level is Corrective Action, then Plan Type must be Corrective).
System access or functionality issues.	Contact Solventum SCAR Support (SolveSCARSupport@solventum.com)

8. Revision History

Date	Revision	Description of Change
29-Oct-2025	1	Initial release.