

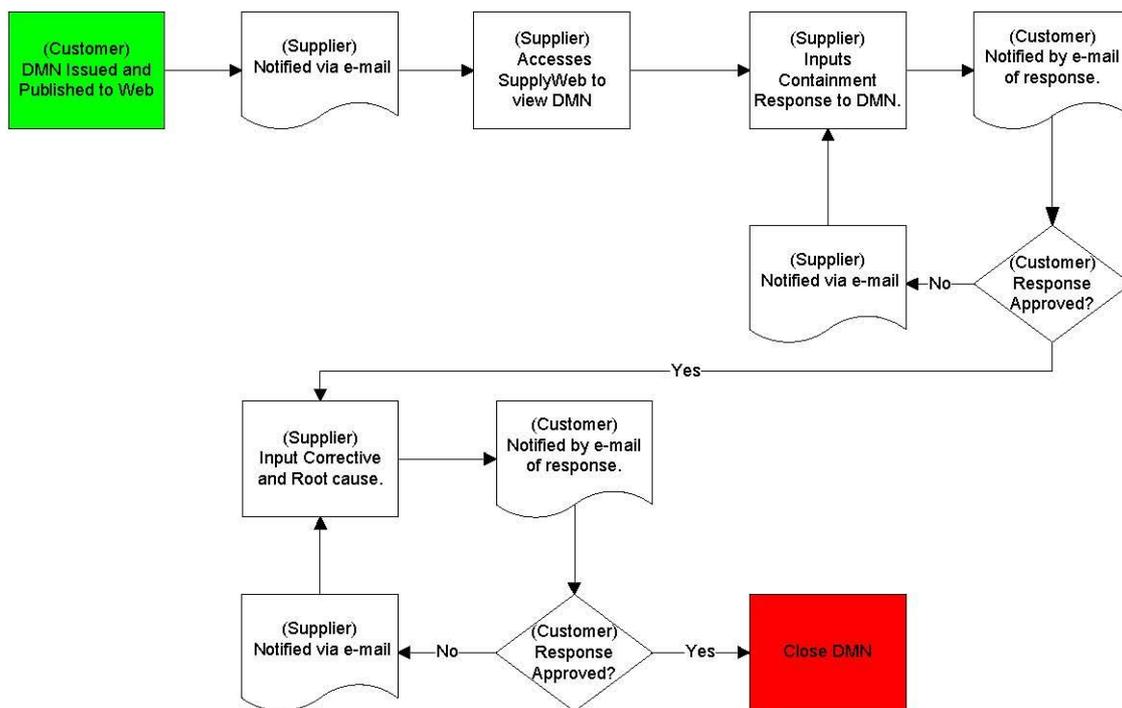
Lacks – SupplyWEB Defective Material Notice

8.0 Defective Material Notice (DMN)

From time to time, Lacks may send Suppliers a DMN that describes issues found at product quality, performance, fit and function, cosmetics, issues of failure at end customer or on field. DMNs are time critical in that Lacks will specify a number of days Suppliers have to respond with a containment action and a corrective action. This may be different per plant within Lacks. Typically, all DMNs must be closed within a month of the DMN issue date.

8.1 DMN Workflow

The DMN module in SupplyWEB contains a workflow that both Lacks and Supplier must follow.



When a DMN is waiting for a Supplier to provide a response, the customer cannot change any details of the DMN. The same rule applies when a DMN is waiting for the customer to approve/reject a response. At that time, the supplier is no longer able to update the DMN.

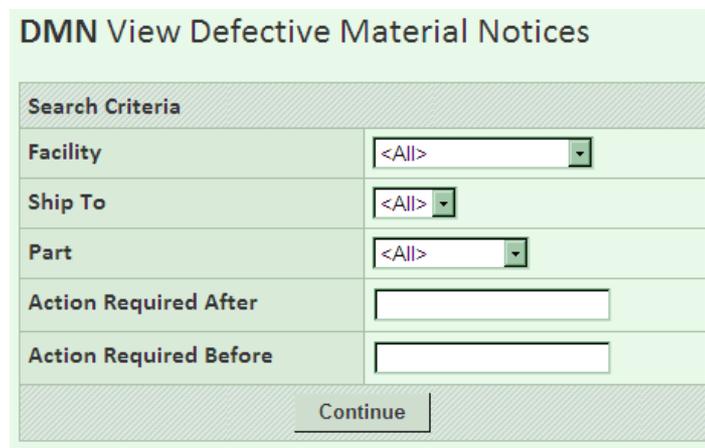
To receive notification of DMNs that have been issued, the Supplier may use Alerts and the EMC located under “Preferences” in SupplyWEB. Please see the

documentation specific to Alerts and EMC, on configuring these options, under “5.a Supplier Instructions to configure Alerts and EMC”.

8.2 Accessing Your DMNs

A history of all the DMNs that have been issued is available in SupplyWEB by selecting the menu **Defective Materials →View DMNs**.

Once selected, the user will be presented with the typical SupplyWEB selection criteria that will allow the information to be displayed within limits of the search criteria.



The screenshot shows a web form titled "DMN View Defective Material Notices". It contains a "Search Criteria" section with the following fields:

Search Criteria	
Facility	<All> [dropdown arrow]
Ship To	<All> [dropdown arrow]
Part	<All> [dropdown arrow]
Action Required After	[text input field]
Action Required Before	[text input field]
Continue [button]	

The DMN can be in one of the three states.

- *Supplier Notified* - the DMN has been sent to the Supplier for a response.
- *Containment Response* – The Supplier has submitted a containment response to the DMN.
- *Containment Approved* - The DMN containment response has been accepted by Lacks.
- *Corrective Action* – The Supplier has submitted a Root Cause & Corrective Action response to the DMN.
- *Corrective Approved* - The DMN Root Cause & Corrective Action response has been accepted. The DMN is closed at this stage.

	<ul style="list-style-type: none">• Click on the pencil icon if DMNs that are waiting for response from the supplier have to be answered. DMNs waiting for customer response can only be viewed by clicking the eye glasses icon.
-------------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

The state of the DMN is indicated with both color and a checkmark. The legend describes the states. Note that the timing of the state is retained to indicate on time or late actions.

Legend	
On Time	
Late	
Done On Time	
Done Late	

Answering DMNs is a multi step process with responses from the Supplier and approvals from Lacks. To answer or view a DMN click the icon in the details column. This will display the DMN on the screen in a multi-tab format for different details of the DMN.

Navigate through the DMN details by selecting any of the tabs displayed. This provides various supporting information for the DMN.

If the DMN state is waiting for a response from the Supplier, the Action Information tab will have fields available for input. It is required to first enter the Containment Action and Containment Date and then submit the response. Supporting documentation may also be attached as applicable.

8.3 DMN Approvals

If the Customer reviews and accepts the containment response, the entry will be accepted and the workflow moves to the next step which is the Corrective Action and Root Cause response.

Although all of the information for containment, corrective and root cause may be entered, the customer may not approve both steps at the same time.

8.4 Rejected DMN Responses

Lacks has the option to reject any of your responses to the DMN. This will return the DMN to a state that is waiting for the Supplier to correct and resubmit the response.

Please follow the step by step process provided in “8.a Supplier instructions for

