

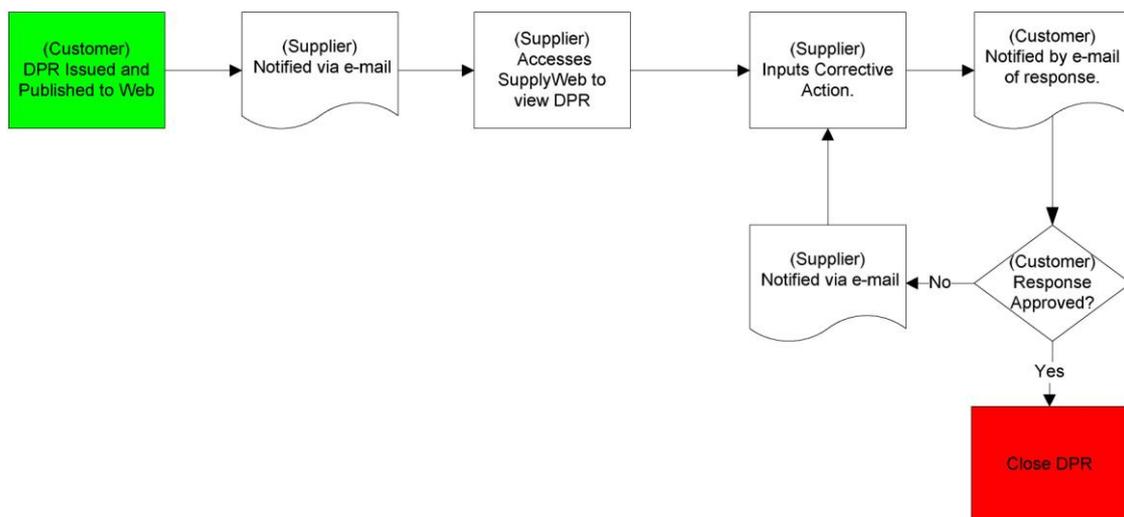
# Lacks – SupplyWEB Delivery Performance Report

## 9.0 Delivery Performance Report

From time to time, Lacks may send the Suppliers a Delivery Performance Review (DPR) that describes issues that were found in the supplier shipping or the plants receiving process. These issues may include early or late shipments, over or under quantities, and other delivery issues. DPRs are time critical in that Lacks will specify a number of days the supplier has to respond to the review. This may be different per Magna plant.

This guide covers the following topics:

The DPR module in SupplyWEB contains a workflow that both the customer and supplier must follow.



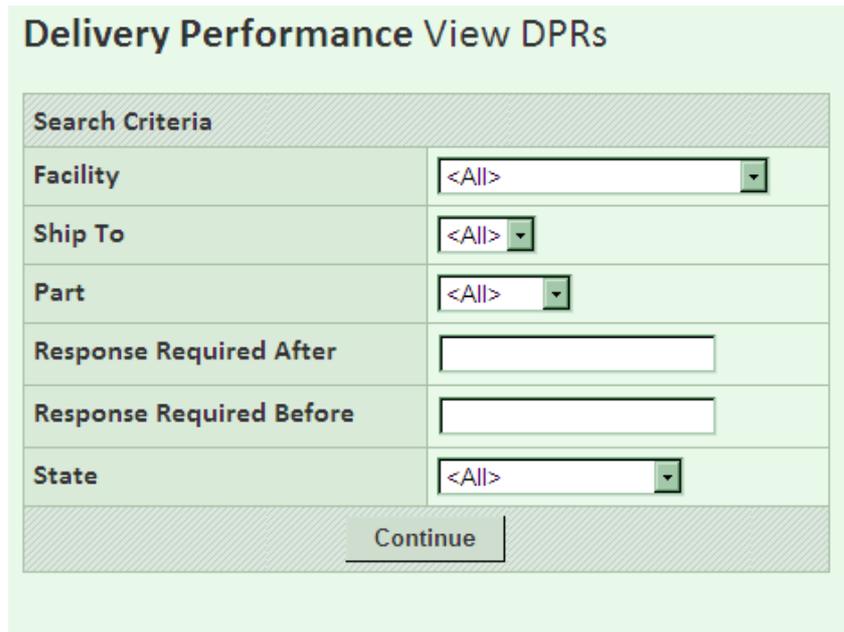
When a DPR is waiting for a Lacks to approve/reject a response, the Supplier cannot change any details of the DPR. The same rule applies when a DPR is waiting for the Supplier to provide a response. At that time the Customer is no longer able to update the DPR.

### 9.1 Notification of DPRs

In order to receive notification of DPRs that have been issued, Supplier may use the Alerts and the EMC located under “Preferences” in SupplyWEB. Refer to the documentation relating to “5.a Supplier Instructions to configure Alerts and EMC” on configuring these options.

A history of all the DPRs that have been issued to the Supplier is available in SupplyWEB and can be accessed by selecting the menu **Delivery Performance** → **View DPRs**.

Once selected, the Supplier will be presented with the typical SupplyWEB selection criteria that have the ability to limit the information displayed.



The screenshot shows a web form titled "Delivery Performance View DPRs". It contains a "Search Criteria" section with the following fields:

Search Criteria	
Facility	<All>
Ship To	<All>
Part	<All>
Response Required After	
Response Required Before	
State	<All>

At the bottom of the form is a "Continue" button.

The DPR can be in one of the three states.

- *Supplier Notified* - The DPR has been sent to the Supplier for a response.
- *Response Submitted* - Supplier has responded to the DPR.
- *Response Approved* - DPR response has been accepted or rejected by Lacks and the DPR is closed.

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



• Click on the pencil icon if DPRs that are waiting for response from the supplier have to be answered. DPRs waiting for customer response can only be viewed by clicking the eye glasses icon.

To answer or view a DPR, click the icon in the details column. This will display the DPR on the screen in a multi-tab format for different details. To navigate through the DPR details, select any of the tabs displayed. Various supporting information for the DPR can be viewed.

If the status of the DPR is awaiting a response from the supplier, the Action Information tab will have fields available for the Supplier's input. The corrective actions must be entered as well as all the supporting documentation must be attached to the response, if necessary. Once the Update button is clicked, there is no longer the option of editing the DPR further. It is sent immediately to Lacks for review and approval.

Lacks has the option to reject the response to the DPR when submitted. If Lacks approves the Corrective Action response, the DPR will be automatically closed.

## **9.2 Rejected DPR Responses**

If Lacks decides to reject the response, this will return the DPR to state 1 (Supplier Notified) and will require you to resubmit a response.

Please follow the step by step process "9.a Supplier Instructions for responding to DPR" to respond to a DPR.

