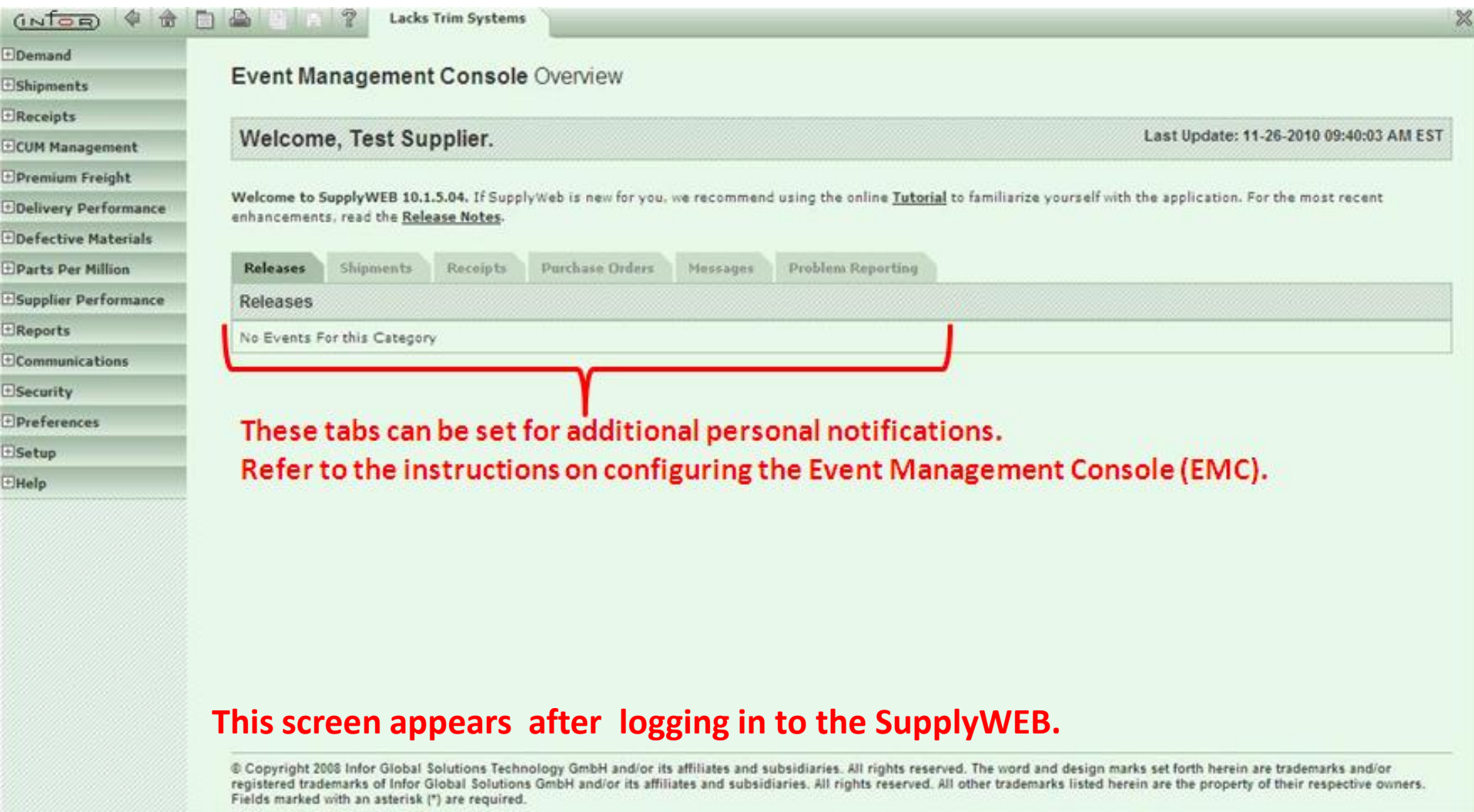


Responding to DMN in SupplyWEB



Event Management Console Overview

Welcome, Test Supplier. Last Update: 11-26-2010 09:40:03 AM EST

Welcome to SupplyWEB 10.1.5.04. If SupplyWeb is new for you, we recommend using the online [Tutorial](#) to familiarize yourself with the application. For the most recent enhancements, read the [Release Notes](#).

Releases Shipments Receipts Purchase Orders Messages Problem Reporting

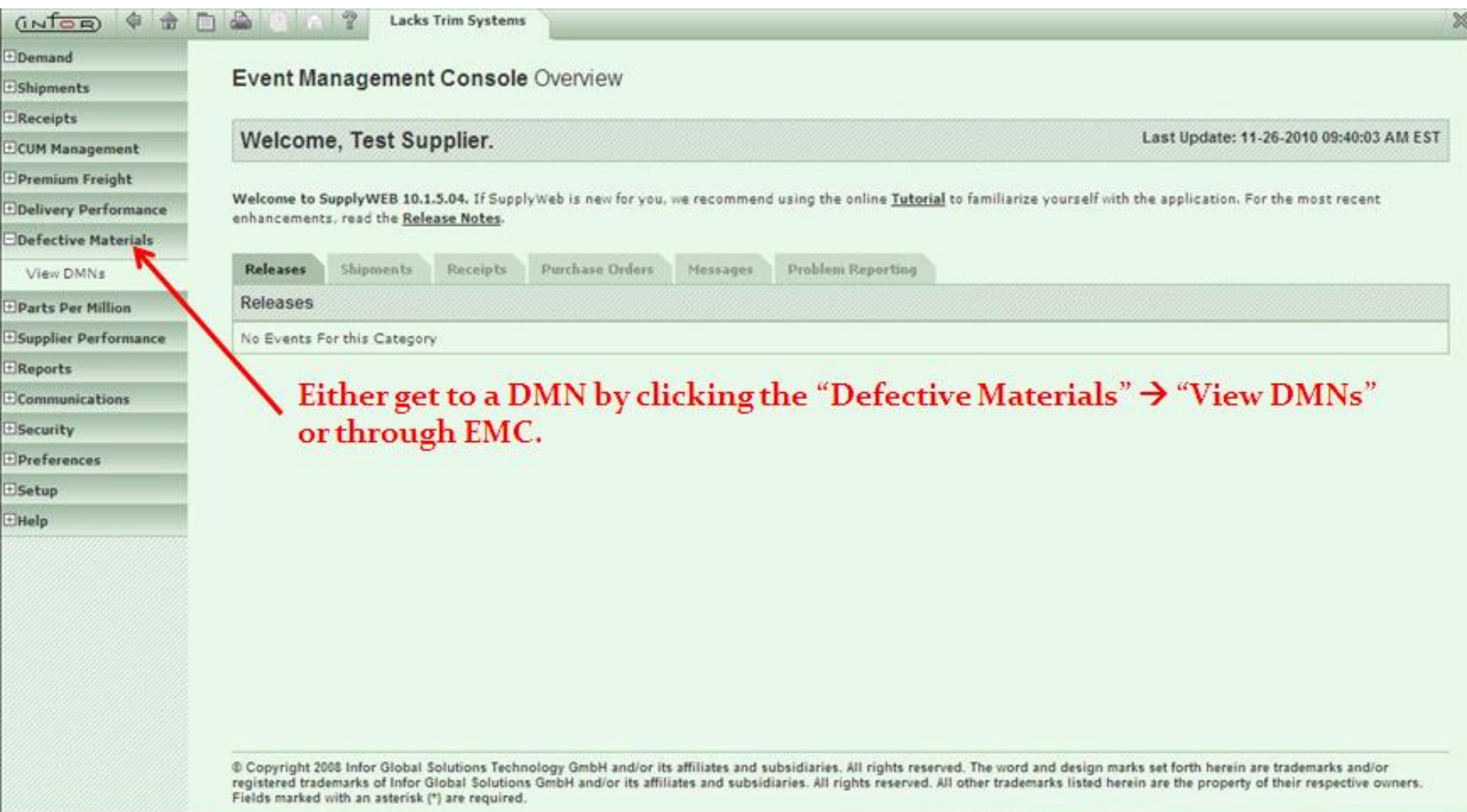
Releases

No Events For this Category

**These tabs can be set for additional personal notifications.
Refer to the instructions on configuring the Event Management Console (EMC).**

This screen appears after logging in to the SupplyWEB.

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Event Management Console Overview

Welcome, Test Supplier. Last Update: 11-26-2010 09:40:03 AM EST

Welcome to SupplyWEB 10.1.5.04. If SupplyWeb is new for you, we recommend using the online [Tutorial](#) to familiarize yourself with the application. For the most recent enhancements, read the [Release Notes](#).

Releases | Shipments | Receipts | Purchase Orders | Messages | Problem Reporting

Releases

No Events For this Category

Left Navigation Menu:

- Demand
- Shipments
- Receipts
- CUM Management
- Premium Freight
- Delivery Performance
- Defective Materials
 - View DMNs
- Parts Per Million
- Supplier Performance
- Reports
- Communications
- Security
- Preferences
- Setup
- Help

Red Arrow Annotation: Either get to a DMN by clicking the “Defective Materials” → “View DMNs” or through EMC.

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DMN View Defective Material Notices

Search Criteria

Facility	<A >
Ship To	<A >
Part	<A >
Action Required After	
Action Required Before	

Continue

When the “View DMNs” is clicked, the search criteria screen appears.

Click “Continue”

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Defective Materials Manage DMNs

Defective Material Notices

Search Criteria

Facility	Ship To	Part	Containment Response Start Date	Containment Response End Date	State
All	All	All	All	All	All

Open DMNs | Closed DMNs

Details	DMN ID	Facility	Ship To	Part	State
	50	Lacks Trim Systems	Patterson Assembly	1122334455cc	<input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

Legend

On Time	<input checked="" type="checkbox"/>
Late	<input type="checkbox"/>
Done On Time	<input checked="" type="checkbox"/>
Done Late	<input checked="" type="checkbox"/>

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Click here to see the DMN details

Part to which a DMN has been issued.

This is the status tracker. Green indicates on time and red indicates late.

If there is an active and issued DMN in the system , the DMN in the Open DMNs tab will be visible and accessible.

Defective Materials Edit DMN

Defective Material Notice

Shipping Information		
Facility	Ship To	Supplier
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES

Part Information	Header Information	Problem Description	Disposition	Supplier Information	Action Information	DMN History
Part Information						
Part	Description					
122334455cc	Customer test part					
				Update		

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These above tabs determine the issue. The first tab provides information on the part.

(INFOR) Lacks Trim Systems

Defective Materials Edit DMN

Defective Material Notice

Shipping Information

Facility	Ship To	Supplier
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES

View DMNs

Parts Per Million

Supplier Performance

Reports

Communications

Security

Preferences

Setup

Help

Header Information

DMN ID	50	PO Number	
Reject Tag Number	02032011	Warning Only	No
Receipt Number		Received Quantity	2,000
Receipt Date	02-03-2011	Rejected Quantity	55
Sample Quantity	2,000	Quantity Non-Conforming	2,000
Rejected By	Receiving Person	Rejected Date	02-03-2011
Reason Code:Description	01: Bad Parts	Source of Defect:Description	RI: Lacks receiving inspection

Update

The header information tab provides information regarding the defect quantity, sample quantity, who rejected the parts (at the assembly line, at the receiving station etc... and when it was rejected)

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(Infor) Lacks Trim Systems

Defective Materials Edit DMN

Defective Material Notice

Shipping Information

Facility	Ship To	Supplier
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES

Part Information Header Information **Problem Description** Disposition Supplier Information Action Information DMN History

Problem Description

55 parts out of 2000 sent to Lacks are defective with broken and damaged flange.

Customer Attached Files [DMN.ppt](#) 02-03-2011

Update

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Problem Description tab provide details about the actual problem found with the part. The PowerPoint presentation/PDFs/pictures etc may be attached in this area and provide additional details as well.

INFORM Lacks Trim Systems

Defective Materials Edit DMN

Defective Material Notice

Organization Information

	Ship To	Supplier
Trim Systems Escalade Rd. S. E. Livonia, MI 48154 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 43146 UNITED STATES

Disposition

Description SCRAP: Scrap at Lacks

Parts sorted by Lacks will be scrapped and debited to the supplier. Remaining 1500 parts need to be sorted by the supplier or Lacks can do this at Supplier's expense.

Supplier Charge	Charge Description
500 (USD)	Lacks sorted 500 parts out of 2000 parts shipped.

Update

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There could be charges associated for the disposition and this will be available to in this area.

The "Disposition" tab provides information on what happens to the parts/shipment. Lacks may debit the cost on sorting, let the supplier come and sort the parts at Lacks, scrap the parts or replace with new parts, etc...

INFOR Lacks Trim Systems

Defective Materials Edit DMN

Defective Material Notice

Shipping Information

Facility	Ship To	Supplier
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES

Part Information Header Information Problem Description Disposition **Supplier Information** Action Information DMN History

Supplier Information

Supplier Authorization	Test Supplier	Phone	616-616-6161
Return Authorization Number		Authorization Date	

Update

Sometimes, the actual contact for DMN response might be different from SupplyWEB contact. If Lacks has the contact information of that person, Lacks would input that in this area. If the contact information is not available to Lacks, it is assumed that the supplier's SupplyWEB user will inform the responsible person within their company.

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Defective Materials Edit DMN

Defective Material Notice

Shipping Information

Facility Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Ship To Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Supplier Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES
--	--	--

Action Information

Root Cause

Containment Response Required Yes **Corrective Response Required** Yes

Containment Response Due 02-04-2011 **Corrective Response Due** 02-04-2011

Containment Action **Corrective Action**

Containment Date **Corrective Date**

Containment Status None **Corrective Status** None

Customer Template [lotto.xls](#) **First Corrected Shipment Date**

Supplier Attached Files

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This is the most critical tab for the Supplier. The supplier is able to document the corrective actions, containment actions and critical dates for resolving the issue. Supporting documents must be attached with 8D reports when requested by Lacks. Suppliers can use their own 8D form or use the template provided by Lacks

Defective Materials Edit DMN

File successfully attached.

Shipping Information

Facility	Ship To	Supplier
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES

Part Information Header Information Problem Description Disposition Supplier Information **Action Information** DMN History

Action Information

Root Cause

The root cause is due to

Containment Response Required	Yes	Corrective Response Required	Yes
Containment Response Due	02-04-2011	Corrective Response Due	02-04-2011
Containment Action	Supplier is going to send some to sort.	Corrective Action	Mold will be fixed. See attached 8D form.
Containment Date	02-06-2011	Corrective Date	02-15-2011
Containment Status	None	Corrective Status	None
Customer Template	lotto.xls	First Corrected Shipment Date	02-17-2011

Supplier Attached Files

Copy of Supplier 8D.doc 02-03-2011

Update

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Fill in root cause for the defect, containment action, and corrective action. All the relevant dates must be filled out.

Area to attach the 8D containment/corrective action

Once all the information is input, click "Update".

Defective Materials View DMN

Defective Material Notice

DMN successfully updated.

This verifies that the DMN was updated. A notification is sent to Lacks as well.

Shipping Information

Facility	Ship To	Supplier	Ship From
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512	Test Supplier 123 Mount Road Lansing, OH 23456	

Part Information | Header Information | Problem Description | Disposition | Supplier Information | Action Information | DMN History

Part Information

Part	Description
1122334455cc	Customer test part

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INFOR Lacks Trim Systems

Defective Materials View DMN

Defective Material Notice

DMN successfully updated.

Shipping Information

Facility	Ship To	Supplier	Ship From
Lacks Trim Systems 5460 Cascade Rd, S. E. Grand Rapids, MI 49546	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512	Test Supplier 123 Mount Road Lansing, OH 23456	

Part Information Header Information Problem Description Disposition Supplier Information Action Information **DMN History**

DMN History

Date	Action	Responsible
02-03-2011	Created	Shesh Madhokar
02-03-2011	Published	Shesh Madhokar
02-03-2011	Containment Action Submitted	Test Supplier
02-03-2011	Correction Action Submitted	Test Supplier

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This tab provides the history of DMN actions.

Defective Materials Manage DMNs


Defective Material Notices

Search Criteria





Facility	Ship To	Part	Containment Response Start Date	Containment Response End Date	State
All	All	All	All	All	All

View DMNs

Open DMNs **Closed DMNs**

Details	DMN ID	Facility	Ship To	Part	State
	50	Lacks Trim Systems	Patterson Assembly	1122334455cc	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/>

Legend

On Time	
Late	
Done On Time	
Done Late	

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After Lacks reviews and responds to the DMN, the supplier receives an email notification (if the alert is set in the EMC). The following screen is visible when the user logs in and clicks on “View DMNs”.

Click here to see the DMN details

The green check marks show that the containment and corrective action was sent on time to Lacks. The unchecked green shows that one of the action was not accepted but is still on time. When the box is filled in red, it means that the response has been completed late.

Defective Materials Edit DMN

Defective Material Notice

Shipping Information

Facility	Ship To	Supplier
Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES

Part Information Header Information Problem Description Disposition Supplier Information Action Information **DMN History**

DMN History

Date	Action	Responsible
02-03-2011	Created	Shesh Madhokar
02-03-2011	Published	Shesh Madhokar
02-03-2011	Containment Action Submitted	Test Supplier
02-03-2011	Correction Action Submitted	Test Supplier
02-03-2011	Containment Action Accepted	Shesh Madhokar
02-03-2011	Correction Action Rejected	Shesh Madhokar

Update

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Supplier can view the customer response by clicking the history tab. In this example, note that the containment action was accepted however, the corrective action was rejected.

Defective Materials Edit DMN

File successfully attached.

Shipping Information

Facility Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546 UNITED STATES	Ship To Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512 UNITED STATES	Supplier Test Supplier 123 Mount Road Lansing, OH 23456 UNITED STATES
--	--	--

Action Information

Root Cause: The root cause is due to ...

Containment Response Required	Yes	Corrective Response Required	Yes
Containment Response Due	02-04-2011	Corrective Response Due	02-04-2011
Containment Action	Supplier is going to send some to sort.	Corrective Action	Mold will be fixed. See attached 8D form.
Containment Date	02-03-2011	Corrective Date	02-10-2011
Containment Status	Accepted	Corrective Status	Rejected
Customer Template	lotto.xls	First Corrected Shipment Date	02-17-2011

Supplier Attached Files

Copy of Supplier 8D.doc 02-03-2011

Copy of Supplier 8D-Resub.doc 02-03-2011

Update

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Based on the customer response to the corrective action submitted, the Supplier may be required to submit a new corrective action.

Defective Materials View DMN

Defective Material Notice

DMN successfully updated.

Once the new corrective action is attached and the page is updated, Lacks will receive the notification in the form of an email.

Shipping Information

Facility	Ship To	Supplier	Ship From
Lacks Trim Systems 3460 Cascade Rd. S. E. Grand Rapids, MI 49546	Patterson Assembly 3703 Patterson S.E. Kentwood, MI 49512	Test Supplier 123 Mount Road Lansing, OH 23456	

Part Information Header Information Problem Description Disposition Supplier Information Action Information **DMN History**

DMN History

Date	Action	Responsible
02-03-2011	Created	Shesh Madhokar
02-03-2011	Published	Shesh Madhokar
02-03-2011	Containment Action Submitted	Test Supplier
02-03-2011	Correction Action Submitted	Test Supplier
02-03-2011	Containment Action Accepted	Shesh Madhokar
02-03-2011	Correction Action Rejected	Shesh Madhokar
02-03-2011	Correction Action Submitted	Test Supplier

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INFOR Lacks Trim Systems

Defective Materials Manage DMNs













Defective Material Notices

Search Criteria

Facility	Ship To	Part	Containment Response Start Date	Containment Response End Date	State
Lacks Trim Systems	All	All	All	All	All

View DMNs

Open DMNs Closed DMNs

Details	DMN ID	Facility	Ship To	Part	State								
<p>Legend</p> <table border="1"> <tbody> <tr> <td>On Time</td> <td></td> </tr> <tr> <td>Late</td> <td></td> </tr> <tr> <td>Done On Time</td> <td></td> </tr> <tr> <td>Done Late</td> <td></td> </tr> </tbody> </table>						On Time		Late		Done On Time		Done Late	
On Time													
Late													
Done On Time													
Done Late													

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Once Lacks accepts all the DMN responses, a notification is sent to the supplier (if alert is set up in EMC). When the supplier views the DMNs, the DMN that was communicated does not appear in the open DMNs list; instead it will be found in the closed DMNs.

INFOR Lacks Trim Systems

Defective Materials Manage DMNs

Defective Material Notices

Search Criteria

Facility	Ship To	Part	Containment Response Start Date	Containment Response End Date	State
All	All	All			All

Open DMNs Closed DMNs

View	DMN ID	Facility	Ship To	Part	State
	50	Lacks Trim Systems	Patterson Assembly	1122334455cc	<input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input checked="" type="checkbox"/>

Legend

On Time	<input checked="" type="checkbox"/>
Late	<input type="checkbox"/>
Done On Time	<input checked="" type="checkbox"/>
Done Late	<input checked="" type="checkbox"/>

All the check boxes are checked showing completion of tracking the issue. Green box denotes on time response, red box denotes late response (communication, corrective action or containment action). DMNs and DMN response time will be utilized in Supplier Performance Review.

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[illegible]