Responding to DMN in SupplyWEB



Demand		
Shipments	Event Management Console Overview	
Receipts		
CUM Management	Welcome, Test Supplier. Last Update: 11-26-2010 09:40:03 /	MEST
Premium Freight		
Delivery Performance	Welcome to SupplyWEB 10.1.5.04. If SupplyWeb is new for you, we recommend using the online <u>Tutorial</u> to familiarize yourself with the application. For the most recent enhancements, read the <u>Release Notes</u> .	
Defective Materials		
Parts Per Million	Releases Shipments Receipts Purchase Orders Messages Problem Reporting	
Supplier Performance	Releases	
Reports	No Events For this Category	
Communications		
Security		
Preferences	These tabs can be set for additional personal notifications.	
Setup		
Help	Refer to the instructions on configuring the Event Management Console (EMC).	

This screen appears after logging in to the SupplyWEB.



(NOR) 4 1	Lacks Trim Systems	3
Demand		
🗄 Shipments	Event Management Console Overview	
Receipts		
CUM Management	Welcome, Test Supplier. Last Update: 11-26-2010 09:40:03 AM E	sτ
Dremium Freight		
Delivery Performance	Welcome to SupplyWEB 10.1.5.04. If SupplyWeb is new for you, we recommend using the online <u>Tutorial</u> to familiarize yourself with the application. For the most recent enhancements, read the <u>Release Notes</u> .	
Defective Materials		
View DMNs	Releases Shipments Receipts Purchase Orders Messages Problem Reporting	
Dearts Per Million	Releases	
ESupplier Performance	No Events For this Category	
EReports		
Communications	✓ Either get to a DMN by clicking the "Defective Materials" → "View DMNs"	
ESecurity	or through EMC.	
+ Preferences		
⊞Setup		
⊞Help		



emand			
hipments	DMN View Defective Mat	enal Notices	
eceipts			
UM Management	Search Criteria		
remium Freight	Facility	<al></al>	
elivery Performance	Ship To		
efective Materials			
/iew DMNs	Part	<al></al>	
arts Per Million	Action Required After		
pplier Performance	Action Required Before		
eports			
ommunications		Continue	
ecurity			
eferences	When the "V	iew DMNs" is clicked, th	he search criteria screen appear
tup			
elp	Click "Conti	nue"	



(INTOR) 4 1		2 4	acks Trim Syste	ms					
Demand				-					
EShipments	Defective	Materi	als Manage		k here to see the I	MN dotaile			
Receipts								1	
OCUM Management	Defective	e Mater	ial Notices	·/					
①Premium Freight	Search Crit	oria	/						
Delivery Performance									
Defective Materials	Facility	Ship To	Part	1000	Response Start Date	Containment Response		State	
View DMNs	All	All	All	All	P	art to which a DI	MN has been iss	sued.	
Parts Per Million	Open DMNs	Closed	DMNs						
ESupplier Performance	Details DMM	N ID	Facility		Ship To	Part	State		
• Reports	2 50		Lacks Trim S	ystems	Patterson Assembly	1122334455cc			
Communications							•		
DSecurity	Legend								
D Preferences	On Time						This is the		
ESetup	Late						tracker. Gr	een	
⊡Help	Done On Tim						indicates o	n time and	
	and the second second	•					red indicat	es late.	
	Done Late								
				and issu	led DMN in the sys le.	tem , the DMN in	the Open DMN	s tab	



Demand										
Shipments	Defective Mate	rials Edit DMN								
Receipts	120000000000000000000000000000000000000									
CUM Management	Defective Mat	erial Notice								
Premium Freight	Chilesian Informati									
Delivery Performance	Shipping Informati	on								
Defective Materials	Facility		Sh	нір То				Supplier		
View DMNs	Lacks Trim Systems 5460 Cascade Rd. S	. Е.	37	Patterson Assembly 3703 Patterson S.E.		Test Supplier 123 Mount Road				
Parts Per Million	Grand Rapids, MI 49 UNITED STATES	546		Kentwood, MI 49512 UNITED STATES				Lansing, OH 23456 UNITED STATES		
Supplier Performance	Company and a second	No			and linear		Canad			
Reports	Part Information	Header Information	Problem Descriptio			er Information		on Information	DMN History	
Communications	Part Information									
Security	Part				Description					
Preferences	122334455cc				Customer test	part				
Setup					1					
Help				· · · · · ·	Update					

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

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Demand								
Contraction of the second s	Defective Materials Edi	t DMN						
Shipments								
Receipts	Defective Material Not	ice						
CUM Management	Delective indicidante							
Premium Freight	Shipping Information							
Delivery Performance								
Defective Materials	Facility		Ship To	0		Supplier		
View DMNs	Lacks Trim Systems 5460 Cascade Rd. S. E.		3703	son Assembly Patterson S.E.		Test Sup 123 Mou	nt Road	
Parts Per Million	Grand Rapida, MI 49546 UNITED STATES			ood, MI 49512 ED STATES			Lansing, OH 23456 UNITED STATES	
Supplier Performance			-	and the second second	become second second			
Reports	Part Information Header In	formation Problem Desc	ription	Disposition	Supplier Information	Action Inform	ation DMN History	
Communications	Header Information							
Security	DMN ID	50		PO Number				
Preferences	Reject Tag Number	02032011		Warning Only		No		
Setup	Receipt Number			Received Qua	ntity	2.000		
Help	Receipt Date	02-03-2011		Rejected Qua	ntity	55		
	Sample Quantity	2,000		Quantity Non	-Conforming	2,000		
	Rejected By	Receiving Person		Rejected Date	e	02-03-	2011	

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)



Demand	D. C. W. M. C. L.							
Shipments	Defective Materials	Edit DMN						
Receipts								
CUM Management	Defective Material N	lotice						
Premium Freight	Children I. Rows Maria							
Delivery Performance	Shipping Information							
Defective Materials	Facility		Ship T	0		Supplier		
View DMNs	Lacks Trim Systems 5460 Cascade Rd. S. E.		3703	Patterson Assembly 3703 Patterson S.E.			Test Supplier 123 Mount Road Lansing, OH 23456	
Parts Per Million	Grand Rapids. MI 49546 UNITED STATES			Kentwood, MI 49512 UNITED STATES			UNITED STATES	
Supplier Performance	The second second second second	in the second				Engenerative services and		
Reports		r Information Pr	oblem Description	Disposition	Supplier Information	Action Informatio	n DMN History	
Communications	Problem Description							
Security	55 parts out of 2000 sent to	o Lacks are defectiv	e with broken and	damaged flang	je.			
Preferences								
Setup	Customer Attached Files	DMN.ps	t02-03-2011					
Help								

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.



Demand	Defer	Nue Materiale Estin									
∃Shipments	Defect	tive Materials Edit D	MIN						There co	uld be	_
Receipts											
CUM Management	tive M	aterial Notice							charges		
Premium Freight	g Inform	ation							associat	ed for	
Delivery Performance	gunorin	0000							the disp	ositior	
Defective Materials					Ship To		Suppl	illi Alternation	· · · ·		
View DMNs	rim Syste sscade Ro	d. S. E.		1	Patterson Assembly 3703 Patterson S.E.		123 0	Supplier Aount Road	and this		e
Parts Per Million	apids, MI STATES				Kentwood, MI 49512 UNITED STATES			ng. OH 23456 ED STATES	available	e to in	
Supplier Performance	E	A REPORT OF A REPORT OF A REPORT OF A		and the second		freezenseren eren he	Contract of Contract		this area		
Reports	Formation	Header Information	Problem Description	Disposit	Supplier Information	Action Information 1	P-D'History				
Communications	tion									1	
Security	scription	SCRAP: Scrap at Lacks								Supplier Charge	500 (USD)
Preferences		Pade coded by Lacks will	I ha compand and do	billed to the	esupplier. Remaining 1500 (and a panel to be control by	the supplier of	r Lacke can do this	at Ruppliars avanage	Charge	Lacks
ESetup		rails suited by Lacks wi	ii be solapped and de	uneu io un	esopplier, remaining 1000	Jana need to be solied by	the supplier of	Launs call ou ells	s at oupprier s'experise.	Description	sorted
⊞Help											500 parts out of 2000 parts shipped.
					Update						

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...

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Demand						
3 Shipments	Defective Materials Edit DMN					
EReceipts						
CUM Management	Defective Material Notice					
Premium Freight	Philada a fata an atica					
Delivery Performance	Shipping Information					
Defective Materials	Facility	Ship To		Supplier		
View DMNs	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 UNITED STATES	
EParts Per Million	UNITED STATES	UNITED STATES				
ESupplier Performance		and the second second second		in the second	LAND CONTRACTOR OF CONTRACTOR	
EReports	Part Information Header Information Problem D	escription Disposition	Supplier Information	Action Information	DMN History	
Communications	Supplier Information		/			
Security	Supplier Authorization	Test Supplier	Phone		616-616-6161	
Preferences	Return Authorization Number		Authorization Date			
• Setup						
⊞Help		Ups	rte			

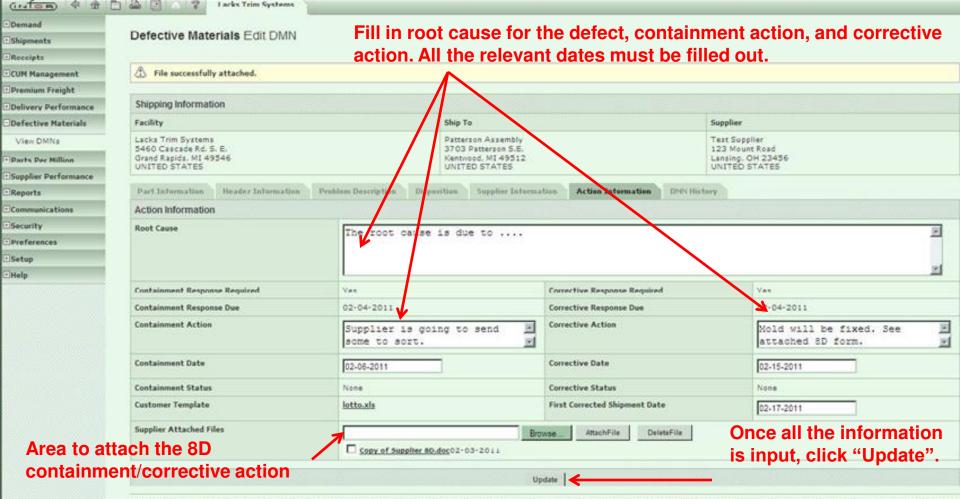
Sometimes, the actual contact for DMN response might be different from SupplyWEB contact. If Lacks has the contact information of that person, Lacks would input that in this area. If the contact information is not available to Lacks, it is assumed that the supplier's SupplyWEB user will inform the responsible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



Demand		This is the mo	st critical t	tab for the Su	onlier The		plier is able to docum
Shipments	Defective Materials Edit DMN			-	•		cal dates for resolving
Receipts							
CUM Management	Defective Material Notice						8D reports when
Premium Freight				opliers can use	e their ow	n 8D 1	form or use the templ
Delivery Performance	Shipping Information	provided by La	icks				
Defective Materials	Facility	5	hip To	12	s	Supplier	
View DMNs	Lacks Trim Systems 5460 Cascade Rd. S. E. Grand Rapids, MI 49546	3	atterson Assemb 703 Patterson S. entwood, MI 495	É.	1	est Suppl	t Road
Parts Per Million	UNITED STATES		UNITED STATES			Lansing, OH 23456 UNITED STATES	
Supplier Performance	Part Information Header Information	Parklan Providentia	The second second	Construct of Construction	Action Infor	-	DMN History
Reports		Problem Description	Disposition	Supplier Information	Accon Inter	mation	LIPIN HIS COLY
Communications	Action Information						
Security	Root Cause						1
Security Preferences	Root Cause						
	Root Cause						
Preferences						1	
Preferences Setup	Containment Response Required	Yes		Corrective Response			Yes
Preferences Setup		Yes. 02-04-2011		Corrective Response			
Preferences Setup	Containment Response Required		2	Corrective Response Corrective Action			Yes
Preferences Setup	Containment Response Required Containment Response Due			Corrective Response Corrective Action			Yes
Preferences Setup	Containment Response Required Containment Response Due Containment Action			Corrective Response Corrective Action) 	Yes
Preferences Setup	Containment Response Required Containment Response Due Containment Action Containment Date	02-04-2011		Corrective Response Corrective Action Corrective Date	a Due) 	Yes 02-04-2011
Preferences Setup	Containment Response Required Containment Response Due Containment Action Containment Date Containment Status	02-04-2011		Corrective Response Corrective Action Corrective Date Corrective Status First Corrected Ship	ment Date) 	Yes 02-04-2011

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Demand								
Shipments	Defective Materials View DMN							
Receipts		This vorif	as that the D	MN was undated A r	otificatio			
CUM Management	Defective Material Notice		This verifies that the DMN was updated. A notification is sent to Lacks as well.					
Premium Freight			cks as well.					
Delivery Performance	① DMN successfully updated.							
Defective Materials	Shipping Information							
View DMNs	Facility	Ship To		Supplier	Ship From			
Parts Per Million	Lacks Trim Systems	Patterson Assembl		Test Supplier				
Supplier Performance	5460 Cascade Rd. S. E. Grand Rapids. MI 49546	3703 Patterson S.E Kentwood, MI 4951		123 Mount Road				
Reports	Grand Kapida, Mt 49046	Nentwood, M1 4991	4	Lansing, OH 23456				
Communications	Part Information Header Information P	roblem Description Dis	position Supplier Inf	formation Action Information D	IN History			
Security	Part Information							
Preferences	Part		Description					
Setup	1122334455cc		Customer test part					
Help	1122334455cc		Customer test part					

X



Demand						
Shipments	Defective Materials Vi	ew DMN				
Receipts						
CUM Management	Defective Material No	tice				
Premium Freight	A and the state					
Delivery Performance	DMN successfully updated.	92				
Defective Materials	Shipping Information					
View DMNs	Facility		Ship To	Supplier		Ship From
arts Per Million	Lacks Trim Systems		Patterson Assembly Test Supplier 3703 Patterson S.E. 123 Mount Road Kentwood, MI 49512 Lansing, OH 23456			
Supplier Performance	5460 Cascade Rd. S. E. Grand Rapids, MI 49546					
Reports	Grand Kapida, MI 49046		Kenthood, MI 49912	cansing, OH 2345	P	
communications	Part Information Header I	nformation Probl	em Description Disposition Supplier In	formation Action I	nformation DMN Hi	istory
iecurity	DMN History				7	
Preferences	Date	Action			Responsible	
Setup	02-03-2011	Created			Shesh Marnokar	
Help	02-03-2011	Published			Shesh Madhokar	
	02-03-2011	Containment	Action Submitted		Test Supplier	
	02-03-2011	Correction A	ction Submitted		TestSupplier	

This tab provides the history of DMN actions.

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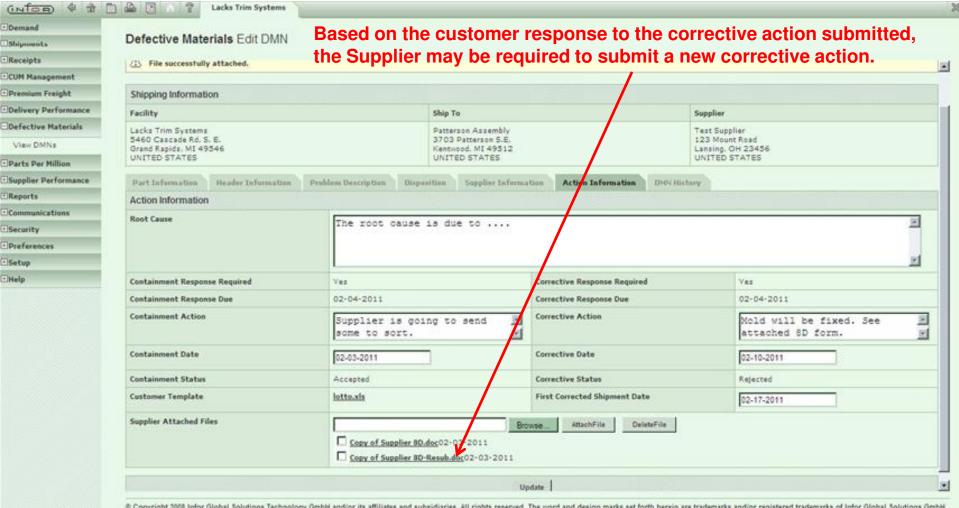


Demand Shipments	Defective Materials Manage DMNs				After Lacks reviews and responds to the DMN, the supplier receives an email notification (if the alert is set in the EMC). The following screen is visible when					
Receipts										
CUM Management	Defective Material Notices			ices	the user logs in and clicks on "View DMNs".					
Premium Freight	Search C	ritoria								
Delivery Performance										
Defective Materials	Facility	Ship To	Part		esponse Start Date	Containment Respon	se End Date	State		
View DMNs	All	All	All	All		All		All		
Parts Per Million	Open DMN	is Close	d DMNs		ck here to see the	DMN details				
Supplier Performance	Details D	MN ID	Facility		Ship To	Part	State			
Reports	16 5	0	Lacks Trin	n Systems	Patterson Assembly	1122334455cc		[]		
Communications							1	barrent .		
Security	Legend									
Preferences	On Time			TI	he green check m	arks show that [•]	the containm	ent and		
Setup	Late			C	orrective action w	as sent on time	to Lacks. The	Э		
Help	a a				nchecked green s					
					ccepted but is still on time. When the box is filled in red reans that the response has been completed late.					



Demand	Defective Materials	Edit DMN							
Shipments	Delective materials	Luit Divity	Suppl	ier ca	n view t	he customer r	esponse by	clicking the	
Receipts	Defective Meterial	Nation	histor	y tab.	In this e	example, note	that the con	tainment acti	
CUM Management	Defective Material	Notice				ever, the correct			
Premium Freight	Shipping Information					,			
Delivery Performance				c1 :					
Defective Materials	Facility			Ship To				Supplier	
View DMNs	5460 Cascade Rd. S. E.	Lacks Trim Systems 5460 Cascade Rd. S. E.		Patterson Assembly 3703 Patterson S.E.			Test Suppler 123 Mount Read		
Parts Per Million	Grand Rapids, MI 49546 UNITED STATES		Kentwood, MI 49512 UNITED STATES				Lansing, OH 23-56 UNITED STATES		
Supplier Performance	ingeneration ingeneration		in the second second			harrow and a second second			
Reports		Information Header Information Problem			Disposition	Supplier Information	Action Information	DMN History	
Communications	DMN History								
Security	Date	Action	Action				Responsible		
Preferences	02-03-2011	Created	Created					Shesh Madhokar	
Setup	02-03-2011	Publish	Published					Shesh Madhokar	
Help	02-03-2011	Contain	ment Action Su	bmitted			Test Supplier		
	02-03-2011	Correct	tion Action Subn	nitted			Test Supplier		
	02-03-2011	Contain	ment Action Ac	Accepted			Shesh Madhokar		
	02-03-2011	Correction Action Rejected						ir	
					Update	J			







Demand								
Shipments	Defective Materials Vie	ew DMN						
Receipts			Once t	he new cor	rective action	on is attache	d and the	
CUM Management	Defective Material No	tice	— is upda	ated, Lacks	will receive	e the notificat	tion in the	
Premium Freight	DMN successfully updated.	~	of an e					
Delivery Performance	Drin successfully updated.							
Defective Materials	Shipping Information							
View DMNs	Facility		Ship To		Supplier	Supplier		
Parts Per Million	Lacks Trim Systems		Patterson Assem	ыч		Test Supplier		
Supplier Performance	5460 Cascade Rd. S. E. Grand Rapids, MI 49546		3703 Patterson S.E. 123 Mount R. Kentwood, MI 49512 Lansing, OH					
Reports					and a second second		_	
Communications	Part Information Header In	nformation Pr	oblem Description	Disposition Su	pplier Information	Action Information	DMN History	
Security	DMN History							
Preferences	Date	Action				Responsible		
Setup	02-03-2011	Created	Created She					
Help	02-03-2011	Published		Shesh Madhokar	Shesh Madhokar			
	02-03-2011	Containment	t Action Submitted	Test Supplier				
	02-03-2011	Correction A	action Submitted	Test Supplier	Test Supplier			
	02-03-2011	Containment	t Action Accepted	Shesh Madhokar	Shesh Madhokar			
	02-03-2011	Correction A	ction Rejected	Shesh Madhokar	Shesh Madhokar			
	02-03-2011	Correction A	ction Submitted	Test Supplier	Test Supplier			

X



Demand			10.00						
3. Shipments	Defective Materials	s Manage [MNs						
Receipts									
ECUM Management	Defective Materia	Notices							
Premium Freight	Search Criteria								
Delivery Performance	Search Criteria					T			1
Defective Materials	Facility	Ship To	Part	Containment Response Sta	rt Date	122.000	nment Response	e End Date	State
View DMNs	Lacks Trim Systems	All	All	All	A		All		All
Dearts Per Million	Open DMNs Closed DM	(Ns							
ESupplier Performance	Details DMN ID		Facility	Sh	Ship To		Part	Part State	
• Reports									
Communications	Legend								
Esecurity	On Time								
Preferences	Late								
Esetup	Done On Time	1	~						
EHelp	Done Late		~						

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.



(INTOR) Lacks Trim Systems + Demand Defective Materials Manage DMNs Shipments Receipts **Defective Material Notices ECUM Management** Premium Freight Search Criteria Delivery Performance Facility **Containment Response Start Date Containment Response End Date** Ship To Part State Defective Materials All All All All All All View DMNs Parts Per Million Open DMNs **Closed DMNs** Supplier Performance DMN ID Facility State View Ship To Part Reports 63 ~~~~~ 50 Lacks Trim Systems Patterson Assembly 1122334455cc Communications Legend ∃Security Preferences On Time ESetup Late All the check boxes are checked showing completion of Help Done On Time tracking the issue. Green box denotes on time response, red box denotes late response (communication, corrective action ~ Done Late or containment action). DMNs and DMN response time will be utilized in Supplier Performance Review.

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Date	Revision Level	Modified By	Change Description
11-16-2011	A	Shesh Madhokar	Initial Release