Purpose

Use this procedure to Manage and Respond to your company's DPRs.

Trigger

Perform this procedure when your company has been issues a DPR by Tenneco, and you are required to view, manage, and respond to it.

Prerequisites

- SupplyWEB access
- Internet access and Internet Explorer 6 or higher

Menu Path

Use the following menu path(s) to begin this transaction:

• <u>https://supplyweb.tenneco.com/supplyWeb/account/login</u>

Helpful Hints

- Save the above URL to your browser's favorites
- Instead of using you browser's navigation tools, use those provided by SupplyWEB

Procedure

	±Demand
	⊞Kanban
	: Shipments
	∃ Receipts
	± CUM Management
1	Delivery Performance
	Communications
	Preferences
	∃Setup
	⊞Help

1. To view Delivery Performance Reports, click on the Delivery Performance menu item
<a>Delivery Performance



2. Select the View DPRs menu item

View DPRs

	Search Criteria	
	Facility	< All >
	Ship To	< All > Cambridge Cambridge \/IPTILAL_Plant
	Part *	Elkhart Harrisonburg DC
	Response Required After	Kansas City Ligonier
	Response Required Before	Lincoln Litchfield Marshall
	State	Puebla San Antonio
3 -		Seward Smithville

3. Click on the Facility drop down box and select the Tenneco facility for which you want to run the report.

Source cittoria	
Facility	Smithville
Ship To	< All > •
Part *	< All > 🔻
Response Required After	
Response Required Before	
State	< All > •
	< All >
	Response Required e

4. Click on the State drop down and select <All>

1.1	Below the D available. In	PR lines a legend related to the status boxes in column <i>State</i> is general the boxes could have four different status:
	On time:	
		DPR created by customer but not yet published
		DPR created and published by customer now waiting but on time for suppliers response
8		DPR created published responded now waiting to be reviewed on customer side again
	Late:	
8		The box will turn red if the required <i>Response Due</i> date was not kept by the supplier.

5. Press any key or click anywhere to continue

Done on tim	e:
	DPR created and published by customer
	A green check-box with a tick will appear if the supplier responded before end of required <i>Response Due</i> date.
	Customer accepted (on time) response of supplier
	Customer accepted (late) response of supplier
Done Late:	
	The check-box will turn red with a tick if the supplier took corrective action but later than the required response date.

6. Press any key or click anywhere to continue

Smithville •
< All > •
< All > 🔻
< All >
Continue

	Search	I Criteria									
	Facility			S	hip To	Part *	Responded	After	Resp	onded Before	State
	Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES			AI	11	All	All	II All			All
	Open DPRs Closed DPRs										
	Details	DPR ID	Facility	Ship To				Part *	Received Date	Response Due Date	State
-	1	4616	Smithville	WALKER N	MANUFAC	TURING - SMIT	HVILLE	260818		10-01-2009	
	Edif	t 1617	Smithville	WALKER N	MANUFAC	TURING - SMIT	HVILLE	260818		09-27-2009	
	Ø	4629	Smithville	WALKER N	MANUFAC	TURING - SMIT	HVILLE	260818		10-18-2009	
	Legend	d									
	On Time	2									
	Late										
	Late	Late									

8. To see more details per issue please click on the Pencil icon left of the issue lines. This will enable you to see the issue details and to edit the DPR e.g. add some comments or documents.

Please note that this is not possible if a DPR is closed. Closed ones cannot be changed anymore. To see details of closed DPRs please click on the Glasses.

snipping information	1							
acility	Ship	Го			Sup	Supplier		
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	WAL 645 Smit UNI	CER MANUFAC E. Broad Street wille,TN 3716 ED STATES	CTURING -	NC 20: Sco UN	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES			
Part Information	Action Information	DPR History	Claims					
Part Information								
Part *	De	Description						
260818	26	0818 Descript	ion					
				Submit				
				Return				

9. The DPR detail screen is separated into seven index cards starting with Part Information containing Part Number and Description.

Shipping information												
Facility	Ship To	hip To Supp										
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	WALKER MANUFACTURING - SMITHV 645 E. Broad Street Smithville,TN 37166 UNITED STATES	VALKER MANUFACTURING - SMITHVILLE NG 545 E. Broad Street 20 Smithville,TN 37166 Sc UNITED STATES UF										
Part Information Detail Infor	mation Reasons Notes Supplie	er Information Action Information	DPR History Claims									
Detail Information												
Delivery Performance Review Id	4616	PO Number	5500025536									
Required Date		Required Quantity										
Issue Date	09-21-2009	Dpr Status	Published									
Received Date		Received Quantity										
ASN ID		Receipt Number	909416									
SMI Min Level Qty		SMI Max Level Qty										
Release Number		Total Claim Amount	0 USD									

10. Detail Information contains DPR ID created by the customers SupplyWEB system, the

corresponding PO Number, the Required (delivery) Date and the Required (part) Quantity.

The Issue Date is the date of the DPR creation and crucial for the evaluation of the DPR Status. In the below shown example the DPR Status is Published.

Snipping informati	on								
Facility	5	Ship To			Supp	ıpplier			
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	; ; ;	WALKER MANUFAG 645 E. Broad Stree 5mithville,TN 3716 UNITED STATES	CTURING - t i6	NCI 209 Scot UNI	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES				
Part Information	Detail Informat	ormation Reasons Notes Supplier Information Action Information				DPR History	Claims		
Reasons									
Code	Description					Demerits			
ASN4	ASN (MEDI	UM SEVERITY)							
Totals									
				Submit					
				Return					

11. The Reason tab will give you information on the issue cause. In the example screen the reason is because there was no ASN upon receiving the delivery. Column Demerits displays the assigned demerit points per reason code. In this example the supplier would have received 4 demerit points in total.

Shipping Informat	ion								
Facility		Ship T	D			s	Supplier		
Smithville V 645 E. Broad Street 6 Smithville,TN 37166 S UNITED STATES U			ER MANUFAC Broad Street ville,TN 3716 ED STATES	CTURING - t 66	N 2 S U	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES			
Part Information Detail Information Reasons Notes Supplier Information Action Information DPR I							DPR History	Claims	
Notes									
- No A5N# for BOL# 909416									
Customer Attached Files									
Submit									
					Return				

12. The Notes field could contain a short text entered by the customer e.g. to describe the DPR in detail. Based on this information the supplier can take corrective action to avoid further DPRs in the future.

, in the second s							
Facility	Ship To	b	Supp	pplier			
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	WALKI 645 E Smithy UNITE	ER MANUFACTURI Broad Street ville,TN 37166 ED STATES	NG - SMITHV	NCI 209 Scot UNI	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES		
Part Information De	tail Information	Reasons Not	es Supplie	mation	DPR History Claims		
Supplier Information							
Contact Name		ssa		Phone	256-259-2105 ext:241		
Response Required	Yes			Contact Date	09-21-2009		
Response Due		01-2009					
			Su	bmit			
			Re	turn			

13. Supplier Information is used to display the customer contact on the supplier side. This information is entered and submitted by the customer. They could also request a response with a defined due date.

Shipping Information										
Facility	Ship To Supplier									
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	WALKER MANUFACTURING - SMITHVILLE NCI Manufacturing 645 E. Broad Street 209 Lonnie Crawford Blvd. Smithville,TN 37166 Scottsboro,AR 35769 UNITED STATES UNITED STATES									
Part Information Detail	formation Reasons Notes Supplier Information Action Information DPR History Claims									
Action Information										
Corrective Action										
Customer Template File	8D format 06 15 2010.xls									
Supplier Attached Files	Browse Attach File Delete File									
Construction Date										

14. The Action Information tab allows the supplier to respond verbally to the supplier. Please enter a free chosen text in the Corrective Action field. In addition, it is possible to attach files or pictures supporting the corrective action. Therefore, browse the document which should be attached. Click on Attach File. To delete an attached file click on Delete File.

It might be that the customer already attached a special form (e.g. 8D-Report) to support the measures of the supplier. This could be found in line Attached File ready to open.

Sinpping information												
Facility	Ship To		Supp	Supplier								
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	WALKER MANUF, 645 E. Broad Stre Smithville,TN 37 UNITED STATES	ACTURING - SMITHVILLE eet 166 ;	5	NCI 209 Scott UNI	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES							
Part Information Det	ail Information Reasons	Notes Supplier In	formation /	Action Information	tion DPR History Claims							
DPR History												
Date	Action		Responsible	Responsible								
09-23-2009	Created		Tammy Sur	Tammy Summers Tammy Summers								
09-23-2009	Published		Tammy Sur									
		Submit	:									
		Return										

15. The tab DPR History will show details of the DPR creation on the customer side. Date of DPR issued, action status and person responsible on the customer side.

shipping informati	on										
Facility	S	Ship To					Supplier				
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	5 S	WALKER MANUFACTURING - SMITHVILLE 645 E. Broad Street Smithville,TN 37166 UNITED STATES						NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES			
Part Information	Detail Informat	ation Reasons Notes Supplier Information					Action Information DPR History Claims				
DPR History	'R History										
Date		Action Created Published				Responsible					
09-23-2009						Tammy Summers Tammy Summers					
09-23-2009											
					Submit						
					Return						

16. The last step is to Submit the DPR on the supplier side. Click on the Submit button

Delivery Performance	e Review						
Shipping Information							
Facility	Ship To		Supplier				
Smithville 645 E. Broad Street Smithville,TN 37166 UNITED STATES	WALKER MANUFACTURING - 645 E. Broad Street Smithville,TN 37166 UNITED STATES	SMITHVILLE	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES				
Part Information Detail I	nformation Reasons Notes	Supplier Information A	Action Information DPR History Claims				
DPR History							
Date	Action	Responsil	ible				
09-23-2009	Created	Tammy S	Tammy Summers				
09-23-2009	Published	Tammy S	Tammy Summers				
03-17-2014	Correction Action Submitted	Tenneco	Admin User - NCI Manufacturing				
		Return					

17. As a result, a new entry will appear on the DPR History Index. As shown in the screen shot, a line was added with an action status and a responsible person on the supplier side. The corrective action was submitted to the customers SupplyWEB

system. Tenneco Admin User - NCI Manufacturing

Delivery Performant	ce Review						
hipping Information							
acility	Ship To		Supplier				
mithville 45 E. Broad Street mithville,TN 37166 NITED STATES	WALKER MANUFACTURING - SMITHVIL 645 E. Broad Street Smithville,TN 37166 UNITED STATES	LE	NCI Manufacturing 209 Lonnie Crawford Blvd. Scottsboro,AR 35769 UNITED STATES				
Part Information Detail	Information Reasons Notes Supplier I	information Action Inf	ormation DPR History Claims				
ate	Action	Responsible					
9-23-2009	Created	Tammy Summers					
9-23-2009	Published	Tammy Summers					
3-17-2014	Correction Action Submitted	Tenneco Admin U	Tenneco Admin User - NCI Manufacturing				
	Retu	rn					

18. Click on the Return button to return to the DPR results page Return

Deliv	ery Per	formance	e Revi	ews										
Search	Criteria													L
Facility				Ship To	Part *	Responded	After		Respor	ded Before	5	State		L
Smithvil 645 E. I Smithvil UNITED	lle Broad Stre lle,TN 371 STATES	et 66		All	All	All			All			All		
Open D	PRs C	losed DPRs									_			l
Details	DPR ID	Facility	Ship To				Part *	Received	Date	Response Due Date	Stat	te		L
1	4617	Smithville	WALKE	R MANUFAC	TURING - SMIT	THVILLE	260818			09-27-2009	\sim			L
1	4629	Smithville	WALKE	R MANUFAC	TURING - SMIT	THVILLE	260818			10-18-2009	 ✓ 			L
60	4616	Smithville	WALKE	R MANUFAC	TURING - SMIT	THVILLE	260818			10-01-2009	 ✓ 	~		╀
Legend On Time Late Done Or	l : 1 Time												Records 1	
Done La	te			~									F	1

19. In addition, the overview list of Open DPRs has changed too. The supplier is no longer able to

edit the DPR submitted to the customer. Instead of the Pencil icon, the Glasses icon is displayed.

At the same time the DPR State changed as well. The second box is ticked now which means that the supplier responded to the issue, however, the red box indicates it was responded to late. The last box turned green because the whole process is still in time.

Result

You have successfully viewed the DPRs listed for your company.