

## 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:

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

## 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

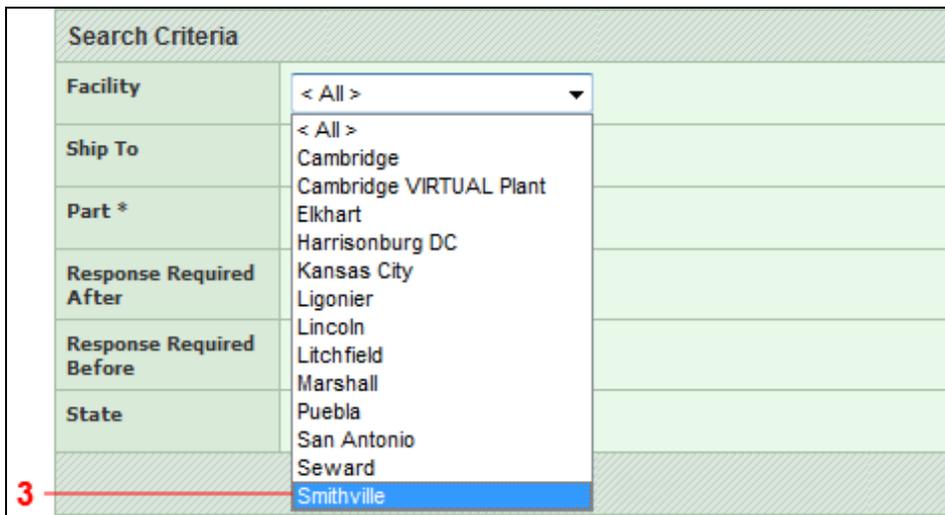


1. To view Delivery Performance Reports, click on the Delivery Performance menu item

**+ Delivery Performance**



2. Select the View DPRs menu item View DPRs.



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

| Search Criteria          |            |
|--------------------------|------------|
| Facility                 | Smithville |
| Ship To                  | < All >    |
| Part *                   | < All >    |
| Response Required After  |            |
| Response Required Before |            |
| State                    | < All >    |

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

Below the DPR lines a legend related to the status boxes in column *State* is available. In 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
-    DPR created published responded now waiting to be reviewed on customer side again

**Late:**

-    The box will turn red if the required *Response Due* date was not kept by the supplier.

5. Press any key or click anywhere to continue

*Done on time:*

DPR created and published by customer

A green check-box with a tick will appear if the supplier responded before end of required *Response Due* 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

| Search Criteria   |                      |
|---|----------------------|
| Facility  | Smithville ▼         |
| Ship To   | < All > ▼            |
| Part *  | < All > ▼            |
| Response Required After   | <input type="text"/> |
| Response Required Before  | <input type="text"/> |
| State   | < All > ▼            |
| <span style="color: red; font-weight: bold; font-size: 2em;">7</span> <input type="button" value="Continue"/> |                      |

7. Click on the Continue button .

### Delivery Performance Reviews

Search Criteria

| Facility   | Ship To | Part * | Responded After | Responded Before | State |
|--|---------|--------|-----------------|------------------|-------|
| Smithville<br>645 E. Broad Street<br>Smithville, TN 37166<br>UNITED STATES | All     | All    | All             | All              | All   |

Open DPRs
Closed DPRs

| Details | DPR ID | Facility   | Ship To                           | Part * | Received Date | Response Due Date | State   |
|---------|--------|------------|-----------------------------------|--------|---------------|-------------------|---|
| 8       | 4616   | Smithville | WALKER MANUFACTURING - SMITHVILLE | 260818 |               | 10-01-2009        | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|         | 4617   | Smithville | WALKER MANUFACTURING - SMITHVILLE | 260818 |               | 09-27-2009        | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |
|         | 4629   | Smithville | WALKER MANUFACTURING - SMITHVILLE | 260818 |               | 10-18-2009        | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> |

Legend

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

**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.

**Delivery Performance Review**

**Shipping Information**

| Facility   | Ship To   | Supplier  |
|--|---|---|
| Smithville<br>645 E. Broad Street<br>Smithville, TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville, TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro, AR 35769<br>UNITED STATES |

Part Information
Detail Information
Reasons
Notes
Supplier Information
Action Information
DPR History
Claims

9 **Part Information**

| Part * | Description        |
|--------|--------------------|
| 260818 | 260818 Description |

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

**Delivery Performance Review**

**Shipping Information**

| Facility   | Ship To   | Supplier  |
|--|---|---|
| Smithville<br>645 E. Broad Street<br>Smithville, TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville, TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro, AR 35769<br>UNITED STATES |

Part Information
Detail Information
Reasons
Notes
Supplier Information
Action Information
DPR History
Claims

10 **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.

| Delivery Performance Review   |  |  |
|---|--|--|
| <b>Shipping Information</b>   |  |  |
| <b>Facility</b>   | <b>Ship To</b>   | <b>Supplier</b>  |
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |
| <b>Part Information</b>   | <b>Detail Information</b>  | <b>Reasons</b>   |
| <b>Reasons</b>  |  |  |
| <b>Code</b>   | <b>Description</b>   | <b>Demerits</b>  |
| 11 - ASN4   | ASN (MEDIUM SEVERITY)  | 4  |
| <b>Totals</b>   |  | 4  |
| <input type="button" value="Submit"/>                                     |  |  |
| <input type="button" value="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.

| Delivery Performance Review   |  |  |
|---|--|--|
| <b>Shipping Information</b>   |  |  |
| Facility  | Ship To  | Supplier   |
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |
| Part Information  | Detail Information   | Reasons  |
| <b>Notes</b>  |  |  |
| 12 - No ASN# for BOL# 909416  |  |  |
| <b>Customer Attached Files</b>  |  |  |
| 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.

| Delivery Performance Review   |  |  |                      |
|---|--|--|----------------------|
| <b>Shipping Information</b>   |  |  |                      |
| Facility  | Ship To  | Supplier   |                      |
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |                      |
| Part Information  | Detail Information   | Reasons  | Notes                |
| <b>Supplier Information</b>   |  |  |                      |
| Contact Name  | Melissa  | Phone  | 256-259-2105 ext:241 |
| Response Required   | Yes  | Contact Date   | 09-21-2009           |
| Response Due  | 10-01-2009   |  |                      |
| Submit  |  |  |                      |
| Return  |  |  |                      |

**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.

**14 -** Action Information

Corrective Action

Customer Template File: 8D format 06\_15\_2010.xls

Supplier Attached Files:

Corrective 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.

| Delivery Performance Review   |  |  |
|---|--|--|
| <b>Shipping Information</b>   |  |  |
| <b>Facility</b>   | <b>Ship To</b>   | <b>Supplier</b>  |
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |
| <a href="#">Part Information</a>  | <a href="#">Detail Information</a>   | <a href="#">Reasons</a>  |
| <a href="#">Notes</a>   | <a href="#">Supplier Information</a>   | <a href="#">Action Information</a>   |
| <b>DPR History</b>  |  | <a href="#">Claims</a>   |
| <b>DPR History</b>  |  |  |
| <b>Date</b>   | <b>Action</b>  | <b>Responsible</b>   |
| 09-23-2009  | Created  | Tammy Summers  |
| 09-23-2009  | Published  | Tammy Summers  |
| <input type="button" value="Submit"/>                                     |  |  |
| <input type="button" value="Return"/>                                     |  |  |

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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.

| Delivery Performance Review   |  |  |
|---|--|--|
| <b>Shipping Information</b>   |  |  |
| <b>Facility</b>   | <b>Ship To</b>   | <b>Supplier</b>  |
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |
| <a href="#">Part Information</a>  | <a href="#">Detail Information</a>   | <a href="#">Reasons</a>  |
| <a href="#">Notes</a>   | <a href="#">Supplier Information</a>   | <a href="#">Action Information</a>   |
| <b>DPR History</b>  |  | <a href="#">Claims</a>   |
| <b>DPR History</b>  |  |  |
| <b>Date</b>   | <b>Action</b>  | <b>Responsible</b>   |
| 09-23-2009  | Created  | Tammy Summers  |
| 09-23-2009  | Published  | Tammy Summers  |
| <input type="button" value="Submit"/>                                     |  |  |
| <input type="button" value="Return"/>                                     |  |  |

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

 DPR successfully updated.

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### Delivery Performance Review

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#### Shipping Information

| Facility  | Ship To  | Supplier   |
|---|--|--|
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |

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Part Information   Detail Information   Reasons   Notes   Supplier Information   Action Information   **DPR History**   Claims

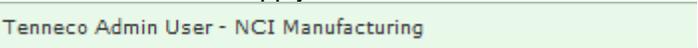
#### DPR History

| Date       | Action                      | Responsible                            |
|------------|-----------------------------|--|
| 09-23-2009 | Created                     | Tammy Summers                          |
| 09-23-2009 | Published                   | Tammy Summers                          |
| 03-17-2014 | Correction Action Submitted | Tenneco Admin User - NCI Manufacturing |



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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. 

DPR successfully updated.

### Delivery Performance Review

#### Shipping Information

| Facility  | Ship To  | Supplier   |
|---|--|--|
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | WALKER MANUFACTURING - SMITHVILLE<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | NCI Manufacturing<br>209 Lonnie Crawford Blvd.<br>Scottsboro,AR 35769<br>UNITED STATES |

Part Information   Detail Information   Reasons   Notes   Supplier Information   Action Information   **DPR History**   Claims

#### DPR History

| Date       | Action                      | Responsible                            |
|------------|-----------------------------|--|
| 09-23-2009 | Created                     | Tammy Summers                          |
| 09-23-2009 | Published                   | Tammy Summers                          |
| 03-17-2014 | Correction Action Submitted | Tenneco Admin User - NCI Manufacturing |

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

### Delivery Performance Reviews

#### Search Criteria

| Facility  | Ship To | Part * | Responded After | Responded Before | State |
|---|---------|--------|-----------------|------------------|-------|
| Smithville<br>645 E. Broad Street<br>Smithville,TN 37166<br>UNITED STATES | All     | All    | All             | All              | All   |

Open DPRs   Closed DPRs

| Details | DPR ID | Facility   | Ship To                           | Part * | Received Date | Response Due Date | State  |
|---------|--------|------------|-----------------------------------|--------|---------------|-------------------|--|
|         | 4617   | Smithville | WALKER MANUFACTURING - SMITHVILLE | 260818 |               | 09-27-2009        | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>            |
|         | 4629   | Smithville | WALKER MANUFACTURING - SMITHVILLE | 260818 |               | 10-18-2009        | <input checked="" type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>            |
|         | 4616   | Smithville | WALKER MANUFACTURING - SMITHVILLE | 260818 |               | 10-01-2009        | <input checked="" type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> |

#### Legend

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

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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.