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## Production Control Supplier Manual

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Control Number

SUP-001

### POLICIES AND GUIDELINES

LEVEL/SECTION

**SUPPLIER**

TITLE

**SUPPLIER DELIVERY  
PERFORMANCE RATING OVERVIEW**

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#### **PURPOSE**

To provide an accurate means of evaluating the supplier's delivery performance.

#### **RESPONSIBILITY**

DMMI Supplier Focus specialist is responsible for rating the supplier delivery performance on a monthly basis.

#### **DEFINITION**

Supplier delivery rating system tracks the suppliers performance to DMMI expectations, as defined in the P.C. Supplier Manual. (ie. window times, paperwork, order quantity, packaging compliance, etc.)

#### **\* EVALUATION CRITERIA**

1 ORDER LOT = 1 part number on one manifest

1 POINT POTENTIAL FOR EACH ORDER LOT

Delivery points =  $\frac{\text{Total \# of order lots} - \text{total \# of orders missed}}{\text{Total \# of order lots}} \times 100 = \text{RPCR}$

#### **Points Deducted**

Rank	Criteria	Points	Countermeasure
A	Receiving problems resulting in DMMI linestops or DMMI customer mis-shipments.	100 pts.	Written response & presentation by responsible executive
B	Repeat offenses of C-rank claims within 3 months & 1st time offenses of: AIAG tag errors Part count errors	50 pts.	Written response & presentation by responsible management
C	Repeat offenses of D-rank claims within 3 months & 1st time offenses of: Missed delivery window times Non-standard packaging Unauthorized packaging ID tag errors	20 pts.	Written response required
D	Non conformances to DMMI delivery standard. 1st time offenses of: Paperwork errors 1st notification for packaging specifications	5 pts.	Written response required
	Past due RPCR's	10 pts.	Points deducted for each month late

#### KEY ELEMENTS

1. Quantity: The received quantity must equal DMMI delivery order release quantity. If the received quantity does not equal the delivery quantity, \*an RPCR will be issued.
2. Window Times: The entire quantity due of each part number (i.e. each order lot) must be received within the supplier's designated window time. If you have questions regarding your window time, contact your Supplier Focus specialist.
3. Advance/Backorder: If a lot is received in advance, points will be deducted once. In the case of a backorder, \*1 point is automatically deducted for each order lot (up to a score of 0 for the month).

#### DMMI SPECIALIST TRACKING PROCEDURE FOR EACH SHIPMENT

1. Quantity:
  - Each specialist will monitor the B/O Summary List on a daily basis.
  - Any discrepancy will be confirmed and special circumstances noted on the B/O Summary List.
  - Any advance notification from the supplier must be agreed upon and noted by the specialist on the B/O Summary List.
  - Automatic deductions will be summarized on the Supplier Performance Rating report.
  - Adjustments based on the B/O Summary List will be made manually on the Supplier Performance Rating report.

2. Window Times:

- Each specialist will monitor the B/O Summary List on a daily basis.
- Any deviation from a supplier's window time will be confirmed and noted directly on the B/O Summary List.
- Any advance notification from the supplier must be agreed upon and noted by the specialist on the B/O Summary List.
- Automatic deductions will be summarized on the Supplier Performance Rating report.
- Adjustments based on the B/O Summary List will be made manually on the Supplier Performance Rating report.

3. Receiving Problem Countermeasure Report Review:

- At the end of each month, \*all the RPCR's are reviewed.
- Points will be deducted based on the number of RPCR's issued and RPCR's that remain open.