DENSO	Production Control Supplier Manual POLICIES AND GUIDELINES	DATE ISSUED **02/23/99** DATE REVISED **09/17/2001 02:11:23 PM**	Control Number **SUP-002**

LEVEL/SECTION	TITLE
SUPPLIER	**RECEIVING PROBLEM COUNTERMEASURE REPORT (RPCR)**

WRITTEN		APPROVED
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PURPOSE

To define the supplier “Receiving Problem Countermeasure Report” (RPCR) system.

DEFINITION

RPCR’s are DMMI’s system to notify the supplier of unauthorized deviations to our delivery expectations. This system incorporates problem solving techniques in the analysis.

PROCEDURE

The complete RPCR is required to be filled out. For each occurrence the supplier will receive a Receiving Problem Countermeasure Report. This one page report will outline the problem. The supplier is responsible to utilize the response pages from the forms section of this manual. Each of the following steps defines the requirements of each section:

Step 1	Brainstorm all possible causes of the defined problem using a "cause and effect" log & investigate all of the possible causes, as well as determine which possible cause(s) was the actual cause of the problem.
Step 2	Use process flow diagram, line layout, diagrams of fixtures, and summary of investigation to assist in investigating the true cause of the problem.
Step 3	Use the "5 Why" analysis to determine the root cause of the problem. The first 5 Why analysis is used to determine why the defect occurred. The second 5 Why analysis is used to determine why the defect was not detected.
Step 4	Determine countermeasures necessary to correct the root cause(s) of the problem, both occurrence and nondetection. Assign responsible person and due date.
Step 5	Evaluate other processes for similar potential problems. Take countermeasures, assign responsibility and due dates.

KEY ELEMENTS

- RPCR’s will be issued within 72 hours of detection, by DMMI *Production Control Engineering.
- A response by the supplier is due within one week of receiving (unless otherwise specified).
  NOTE: Some RPCR's are information only and do not require a response.
- Inadequate responses will be returned for modifications. Modifications are due within three working days.

RPCR's effect your supplier rating. DMMI's expectation is that the supplier will investigate and implement corrective actions in a timely manner.

DENSO MANUFACTURING MICHIGAN, INC RPCR #: _____

RECEIVING PROBLEM & COUNTERMEASURE REPORT RPCR RANK: _____

SUPPLIER NAME: _____ CODE: _____ PROBLEM TITLE: _____

DATE DUE TO DMMI: _____

	APPROVED	CHECKED	WRITTEN
ISSUING SECTION			
DMMI APPROVAL			

REOCCURRING: ☐ YES ☐ NO

PROBLEM EXPLANATION:

A. DATE FOUND: _____ B. MANIFEST #/DELIVERY TIME: _____

C. WHERE FOUND: D. PART NUMBER: _____

☐ DOCK E. QUANTITY:

☐ LINESIDE F. PHOTOGRAPH: ☐ YES

☐ WAREHOUSE ☐ NO

TYPE OF PROBLEM:

A. TAGGING/LABELING ERROR:

TYPE OF TAG/LABEL	PROBLEM	COMMENT(S):
☐ AIAG	☐ MISSING	_____
☐ I.D.	☐ WRONG	_____
☐ OTHER	☐ MIXED	_____
	☐ OVER	_____
	☐ QUALITY	_____

B. PACKAGING:

☐ WRONG

☐ DAMAGED

D. PAPERWORK TYPE:

☐ PACKING LIST ☐ MISSING

☐ MANIFEST ☐ WRONG

☐ SUPLEMENT

☐ BACKORDER

C. OTHER:

_____

_____

_____

_____

E. LOAD:

☐ OVER

☐ SHORT

☐ LATE

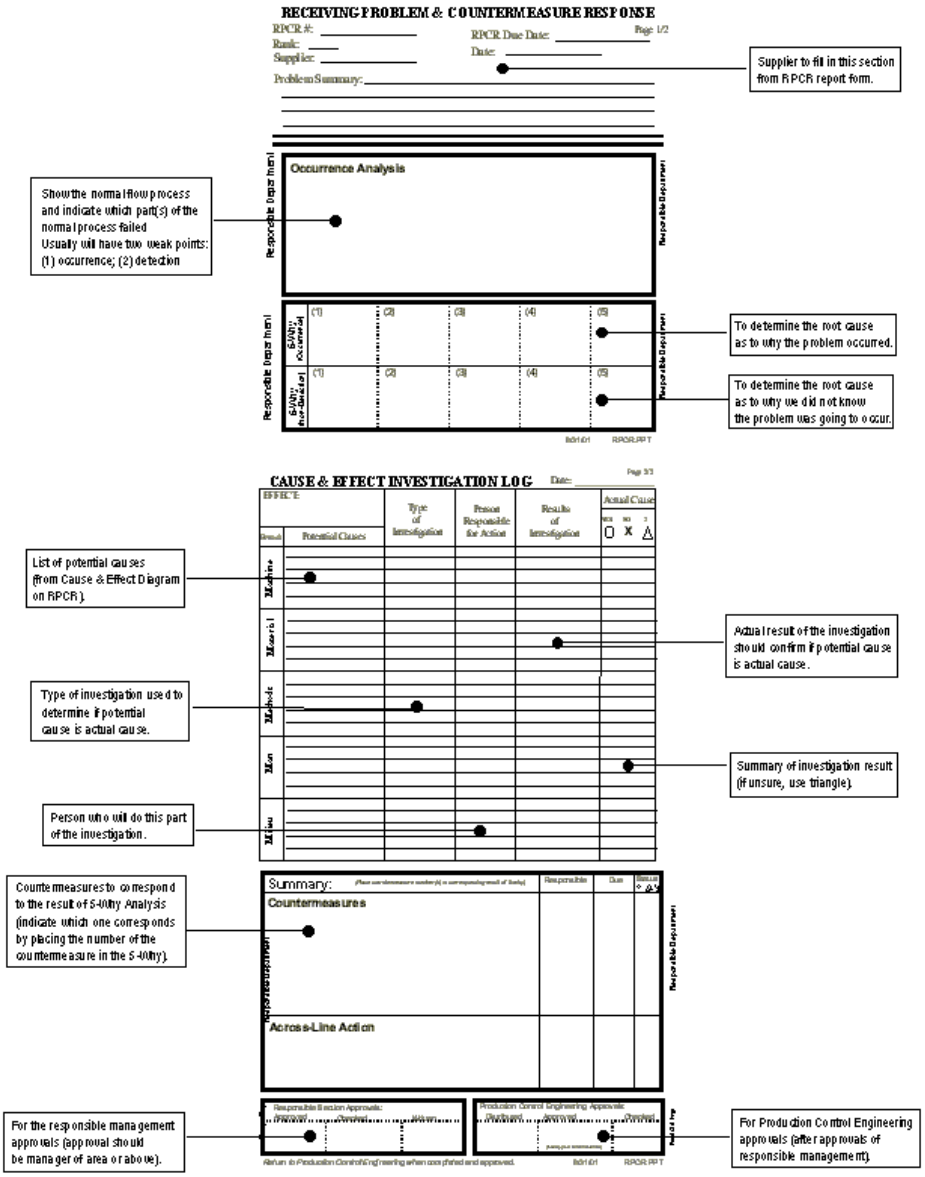
☐ DAMAGED

SUPPLIER RESPONSIBILITY:

1. IMMEDIATELY IMPLEMENT ADEQUATE SHORT-TEARM CORRECTIVE ACTIONS
2. INFORM DMMI WITHIN 72 HOURS WHAT CORRECHIVE ACTIONS IMPLEMENT
3. COMPLETE RPCR FORMS (FOUND IN DMMI WEB PAGE: WWW.DMMIPC.COM)
4. FORWARD COMPLETED PACKAGE TO DMMI PRODUCTION CONTROL ENGINEERING BY THE DUE DATE INDICATED ABOVE.

MS EXCELL DIRECTORY: G:\PRD_CTRL\MCFORMS FILENAME: RPCR.XLS W/I: PC-MC-W-163 DATE REVISED: 8/31/2001

How to Use the RPCR System



RECEIVING PROBLEM & COUNTERMEASURE RESPONSE

RPCR #: _____ RPCR Due Date: _____

Rank: _____ Date: _____

Supplier: _____ Supplier Code: _____

Problem Summary: _____

_____

_____

_____

Responsible Department

Occurrence Analysis

Responsible Department

Responsible Department

5-Why (Occurrence)	(1)	(2)	(3)	(4)	(5)
5-Why (Non-Detection)	(1)	(2)	(3)	(4)	(5)

Responsible Department

CAUSE & EFFECT INVESTIGATION LOG

Date: _____

EFFECT:		Type of Investigation	Person Responsible for Action	Results of Investigation	Actual Cause YES ○ NO X ? △
Branch	Potential Causes				
Machine					
Material					
Methods					
Man					
Milieu					

Summary: *(Place countermeasure number(s) in corresponding result of 5-why)*	Responsible	Due	Status ○ △ X
Countermeasures			
Across-Line Action			

Responsible Department

Responsible Department

Responsible Section Approvals:		
Approved	Checked	Written

Resp. Dept.

Production Control Engineering Approvals:		
Distributed	Approved	Checked
	(inside approval for NDSALES fax)	

Prod Ctrl Engr

Return to Production Control Engineering when completed and approved.