

<b>DENSO</b>	<b>Production Control Supplier Manual</b> POLICIES AND GUIDELINES	DATE ISSUED <b>02/23/99</b>	Control Number <b>SUP-002</b>
		DATE REVISED <b>09/17/2001 02:11:23 PM</b>	
LEVEL/SECTION <b>SUPPLIER</b>		TITLE <b>RECEIVING PROBLEM COUNTERMEASURE REPORT (RPCR)</b>	
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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.

<b>DENSO MANUFACTURING MICHIGAN, INC</b>			RPCR #:	_____
<b>RECEIVING PROBLEM &amp; COUNTERMEASURE REPORT</b>			RPCR RANK:	_____
SUPPLIER NAME: _____		CODE: _____	PROBLEM TITLE:	_____
			DATE DUE TO DMMI:	_____
ISSUING SECTION DMMI APPROVAL	APPROVED	CHECKED	WRITTEN	
			REOCCURRING:	<input type="checkbox"/> YES
				<input type="checkbox"/> NO

**PROBLEM EXPLANATION:**

A. DATE FOUND: _____	B. MANIFEST #/DELIVERY TIME: _____
C. WHERE FOUND:	D. PART NUMBER: _____
<input type="checkbox"/> DOCK	E. QUANTITY: _____
<input type="checkbox"/> LINESIDE	F. PHOTOGRAPH: <input type="checkbox"/> YES
<input type="checkbox"/> WAREHOUSE	<input type="checkbox"/> NO

**TYPE OF PROBLEM:**

A. TAGGING/LABELING ERROR:		
TYPE OF TAG/LABEL	PROBLEM	COMMENT(S):
<input type="checkbox"/> AIAG	<input type="checkbox"/> MISSING	_____
<input type="checkbox"/> I.D.	<input type="checkbox"/> WRONG	_____
<input type="checkbox"/> OTHER	<input type="checkbox"/> MIXED	_____
	<input type="checkbox"/> OVER	_____
	<input type="checkbox"/> QUALITY	_____
B. PACKAGING:		
<input type="checkbox"/> WRONG	D. PAPERWORK TYPE:	<input type="checkbox"/> MISSING
<input type="checkbox"/> DAMAGED	<input type="checkbox"/> PACKING LIST	<input type="checkbox"/> WRONG
	<input type="checkbox"/> MANIFEST	
	<input type="checkbox"/> SUPPLEMENT	
	<input type="checkbox"/> BACKORDER	
C. OTHER:		
_____	E. LOAD:	
_____	<input type="checkbox"/> OVER	
_____	<input type="checkbox"/> SHORT	
_____	<input type="checkbox"/> LATE	
_____	<input type="checkbox"/> 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.

# How to Use the RPCR System

## RECEIVING PROBLEM & COUNTERMEASURE RESPONSE

RPCR #: \_\_\_\_\_ RPCR Due Date: \_\_\_\_\_ Page 1/2

Rank: \_\_\_\_\_

Date: \_\_\_\_\_

Supplier: \_\_\_\_\_

Problem Summary: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Supplier to fill in this section from RPCR report form.

Show the normal flow process and indicate which part(s) of the normal process failed. Usually will have two weak points: (1) occurrence; (2) detection

Responsible Department: \_\_\_\_\_

**Occurrence Analysis**

Responsible Department: \_\_\_\_\_

Responsible Department	(1)	(2)	(3)	(4)	(5)	Responsible Department
SAWY Occurred						
SAWY Not Detected						

801-011 RPCR-0017

To determine the root cause as to why the problem occurred.

To determine the root cause as to why we did not know the problem was going to occur.

## CAUSE & EFFECT INVESTIGATION LOG

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EFFECT		Type of Investigation	Person Responsible for Action	Results of Investigation	Actual Cause yes no ? <input type="checkbox"/> X <input type="checkbox"/> <input type="checkbox"/>
Serial	Potential Causes				
Machine					
Material					
Method					
Man					
Material					

List of potential causes (from Cause & Effect Diagram on RPCR)

Type of investigation used to determine if potential cause is actual cause.

Person who will do this part of the investigation.

Actual result of the investigation should confirm if potential cause is actual cause.

Summary of investigation result (if unsure, use triangle).

Countermeasures to correspond to the result of 5-Why Analysis (indicate which one corresponds by placing the number of the countermeasure in the 5-Why).

Summary: \_\_\_\_\_

Countermeasures

Across-Line Action

Responsible Department: \_\_\_\_\_

For the responsible management approvals (approval should be manager of area or above).

Responsible Section Approvals: \_\_\_\_\_

Production Control Engineering Approvals: \_\_\_\_\_

Return to Production Control Engineering when case closed and approved. 801-011 RPCR-0017

For Production Control Engineering approvals (after approvals of responsible management).

# RECEIVING PROBLEM & COUNTERMEASURE RESPONSE

Page 1/2

RPCR #: \_\_\_\_\_

RPCR Due Date: \_\_\_\_\_

Rank: \_\_\_\_\_

Date: \_\_\_\_\_

Supplier: \_\_\_\_\_

Supplier Code: \_\_\_\_\_

Problem Summary: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Responsible Department	<h3 style="margin: 0;">Occurrence Analysis</h3>	Responsible Department
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Responsible Department	<b>5-Why</b> (Occurrence)	(1)	(2)	(3)	(4)	(5)	Responsible Department
<b>5-Why</b> (Non-Detection)	(1)	(2)	(3)	(4)	(5)		

### CAUSE & EFFECT INVESTIGATION LOG

Date: \_\_\_\_\_

EFFECT:		Type of Investigation	Person Responsible for Action	Results of Investigation	Actual Cause		
Branch	Potential Causes				YES	NO	?
Machine					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Material					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Methods					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Man					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Milieu					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Summary: <i>(Place countermeasure number(s) in corresponding result of 5-Why)</i>		Responsible	Due	Status <input type="radio"/> <input type="radio"/> <input type="radio"/>
<b>Countermeasures</b>				
<b>A cross-Line Action</b>				

Responsible Department

Responsible Department

Responsible Section Approvals:		
Approved	Checked	Written

Production Control Engineering Approvals:		
Distributed	Approved	Checked

Resp. Dept.

Prod Ctrl Eng

*Return to Production Control Engineering when completed and approved.*

8/31/01

RPCR.PPT