

DENSO	Production Control Supplier Manual POLICIES AND GUIDELINES	DATE ISSUED 02/23/99	Control Number SUP-003
		DATE REVISED 03/26/2001 02:26:57 PM	
LEVEL/SECTION SUPPLIER		TITLE DELIVERY PROBLEM COUNTERMEASURE REPORT (DPCR)	
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PURPOSE

To define the supplier "Delivery Problem Countermeasure Report" system

DEFINITION

Mfg. System used when unauthorized deviation results in a customer problem, an internal DENSO problem, or with reoccurring RPR's. This system incorporates problem solving techniques in the analysis.

*** PROCEDURE**

The complete DPCR is required to be filled out. 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" diagram (fishbone diagram).
- Step 2 Investigate all of the possible causes determined in Step 1. Determine which possible cause(s) was the actual cause of the problem. (Cause & Effect Summary Log)
- Step 3 Use process flow diagram, line layout, diagrams of fixtures, and summary of investigation to assist in investigating the true cause of the problem.
- Step 4 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 5 Determine countermeasures necessary to correct the root cause(s) of the problem, both occurrence and nondetection. Assign responsible person and due date.
- Step 6 Evaluate other processes for similar potential problems. Take countermeasures, assign responsibility and due dates.

DELIVERY PROBLEM & COUNTERMEASURE REPORT

DMMI #: _____ Rank: _____ Problem Found at: _____ Problem Source: _____ Customer: DMMI Supplier	DENSO MANUFACTURING MICHIGAN, INC. One Denso Road Battle Creek, MI 49015-1083 Telephone: (616) 965-3322 Fax: (616) 965-8382
Customer Reference #: _____ Production Control Engineering: Approved: _____ Checked: _____ Written: _____ <small>(Include approval for NDSALES Fax)</small>	Issuing Section: _____ Date: _____ Approved: _____ Checked: _____ Written: _____
Problem Title: _____ IRCC Due: _____ Investigating Department(s): _____ DPCR Due: _____	Customer: _____ Date Produced: _____ Qty: _____ Part Number(s): _____ Product: _____

Problem Situation Immediate Actions	Line Stop _____ Line Disruption _____ Missshipment _____ Wrong / Missing Tag _____ Mixed / Missing Product _____ Other: _____ Line Stop Calculation: = ___ Assoc * ___ Min/60 = ___ Total Lost Man Hrs Extra Work = ___ Man Hrs Date & Time Discovered: _____ Person(s) Notified in Related Area: _____
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Cause & Effect Diagram <small>(Use Cause & Effect Investigation Log for detailed analysis)</small> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Man</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Method</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Milieu</div> </div> <hr style="border: 0.5px solid black;"/> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Material</div> <div style="border: 1px solid black; padding: 5px; margin: 5px;">Machine</div> </div>	Investigation Team: _____ Effect: _____
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Executive:	Prod Control:	Quality:	Others:	Others:	Sales:
DMMI President	Director Prod. Ctrl.	_____	_____	_____	_____
VP Operations	Sr. Coordinator	_____	_____	_____	_____
VP Engineering	Manager Mat. Dist.	_____	_____	_____	_____

If you have any questions or concerns, contact Production Control Engineering.

Safety & Quality First

11/26/97 DPCRPG1.PPT

Occurrence Analysis

Responsible Department

Responsible Department

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

Responsible Department

Responsible Department

Summary: <i>(Place countermeasure number(s) in corresponding result of 5-why)</i>	Responsible	Due	Status ○ △ ×	Responsible Department
Countermeasures				
Across-Line Action				

Responsible Department

Responsible Department

Responsible Section Approvals:

Approved	Checked	Written
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Resp. Dept.

Production Control Engineering Approvals:

Distributed	Approved	Checked
<small>(Includes approval for NDSALES Fax)</small>		

Prod Ctrl Eng

Return to Production Control Engineering when completed and approved.

11/26/97

DPCRPG4.PPT

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"/> X <input type="radio"/> Δ	
Material						
Methods						
Man						
Milieu						