

## Defective Material Notice

Customers may, from time to time, send you a Defective Material Notice (DMN) that describes issues that were found in your material quality. DMNs are time critical in that your customer will specify a number of days you have to respond with a containment action and a corrective action. This may be different per plant within Magna.

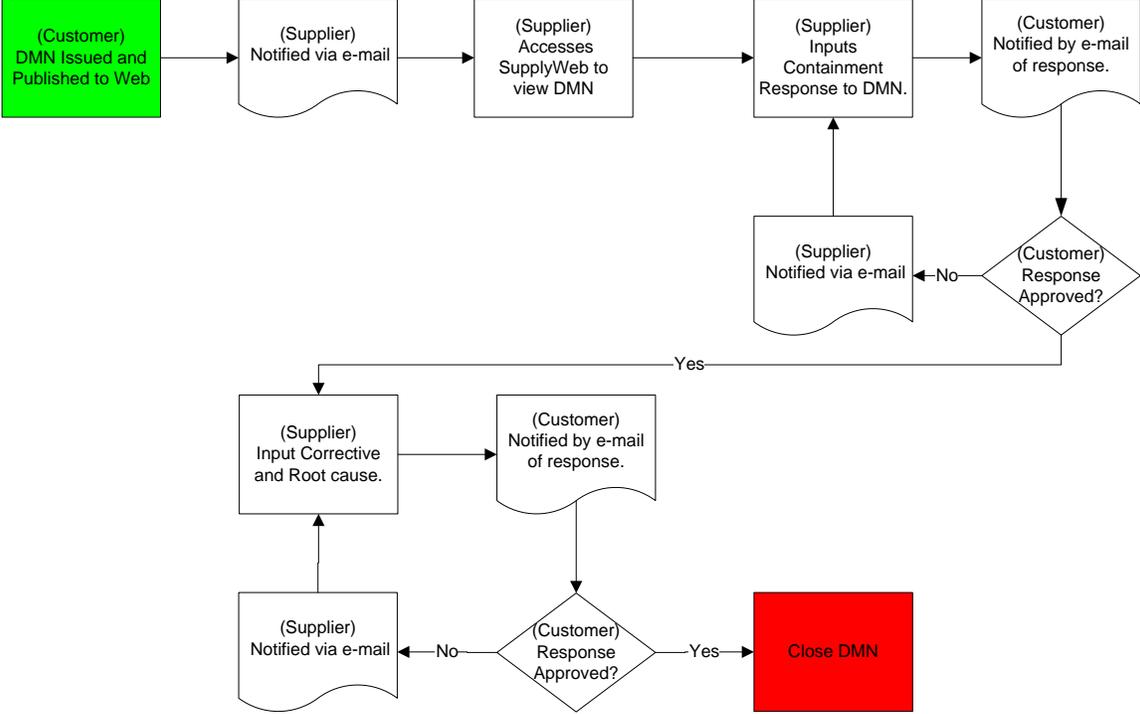
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## DMN Workflow

The DMN module in SupplyWEB contains a workflow that both the customer and supplier must follow.

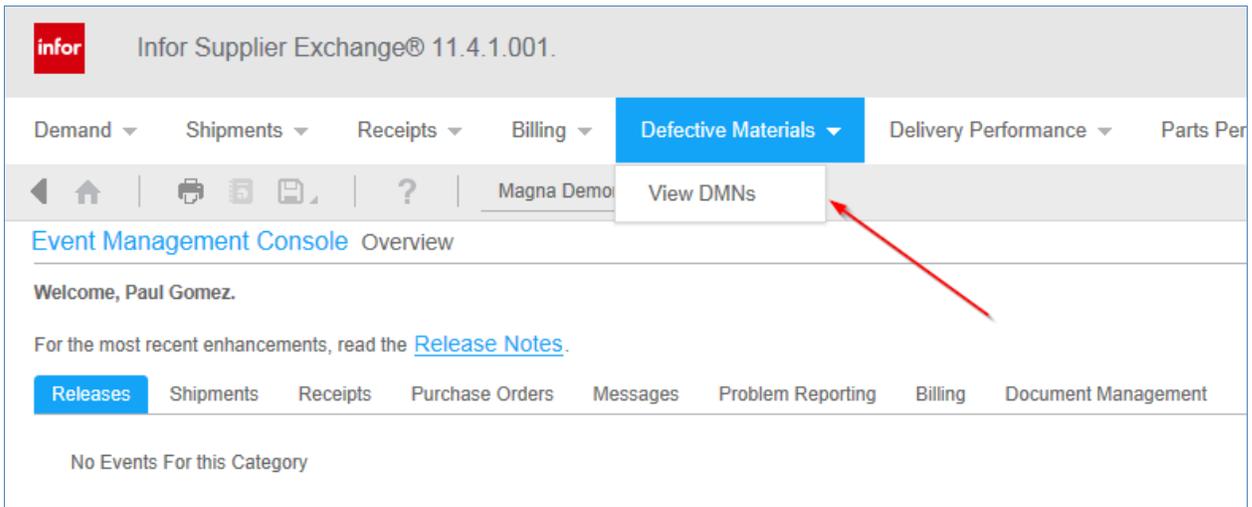


### Notification of DMNs

To receive notification of DMNs that have been issued to you, you may use Alerts and the EMC located under *Preferences->Configure Alerts* in SupplyWEB. Please see the documentation relating to General Access Instructions for information on configuring these options.

### Accessing Your DMNs

A history of all the DMNs that have been issued to you is available in SupplyWeb by selecting the menu *Defective Materials ->View DMNs*.



Once selected, you will be presented with the typical SupplyWEB selection criteria that will allow you to limit the information displayed.

The screenshot shows the 'DMN View Defective Material Notices' form. The form has a title bar 'DMN View Defective Material Notices' and a section header 'Search Criteria'. Below the header, there are five rows of search criteria, each with a label and a corresponding input field:

Search Criteria	
Facility	< All > ▼
Ship To	< All > ▼
Part	< All > ▼
Action Required After	<input type="text"/>
Action Required Before	<input type="text"/>

At the bottom right of the form, there is a 'Continue' button.

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After selecting the criteria and pressing Continue, you will see DMNs on separate tabs depending on the criteria entered.

DMNs that match the criteria selected are shown in the resulting list. You will see Pending, Open, Closed, and Canceled DMNs on separate tabs depending on the criteria entered.

- Pending DMNS* – DMNs that are waiting for you to take action.
- Open DMNS* – DMNs that are waiting for your Customer to take action.
- Closed DMNS* – DMNs that have met all the required actions and are now complete.
- Canceled DMNS* – DMNS that were canceled by your Customer

Defective Materials
Manage DMNs

Defective Material Notices

Search Criteria

Facility	Ship To	Part	Containment Response Start Date	Contai
All	All	All	All	All

PendingDMNs
Open DMNs
Closed DMNs
Canceled DMNs

Details	<a href="#">DMN ID</a>	<a href="#">Facility</a>	<a href="#">Ship To</a>	<a href="#">Part</a>	<a href="#">Status</a>
	TEST_DMN	Magna Aurora	Magna 375	ABC888	<span style="color: green; font-weight: bold; font-size: 1.2em;">✓</span> <span style="background-color: green; width: 15px; height: 15px; display: inline-block; margin: 0 5px;"></span> <span style="border: 1px solid #ccc; width: 15px; height: 15px; display: inline-block; margin: 0 5px;"></span> <span style="background-color: green; width: 15px; height: 15px; display: inline-block; margin: 0 5px;"></span> <span style="border: 1px solid #ccc; width: 15px; height: 15px; display: inline-block; margin: 0 5px;"></span>

Showing Page 1 of 1 Go

The Details column allows you to either edit or view a DMN depending on the state it is currently in. The state column tracks the completion, responsibility and timing of each stage of the workflow. The following table describes the possible states of each step.

The DMN can be in one of the following 5 states:

- |                                |   |
|--------------------------------|---|
| 1. <i>Supplier Notified</i>    | The DMN has been sent to you for a response.  |
| 2. <i>Containment Response</i> | You have submitted a Containment Response to the DMN.   |
| 3. <i>Containment Approved</i> | The DMN Containment Response has been accepted by your customer.  |
| 4. <i>Corrective Action</i>    | You have submitted a Root Cause & Corrective Action response to the DMN.  |
| 5. <i>Corrective Approved</i>  | The DMN Root Cause & Corrective Action response has been accepted by your Customer and the DMN is now complete. |

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The state of the DMN is indicated with both colour and a checkmark. The legend describes the states. Note that the timing of the state is retained to indicate on time or late actions.

Legend	
On Time	
Late	
Done On Time	
Done Late	



DMNs that are waiting for responses from you have the option to Edit, indicated by the pencil icon. DMNs that are waiting for customer review can only be viewed, indicated by the eyeglass icon.

### Answering Your DMNs

Answering DMNs is a multi step process with responses from you and approvals from your customer. To answer or view a DMN you can click the icon in the details column. This will display the DMN on your screen in a multi-tab format for different details of the DMN.

Defective Materials DMN Edit

<b>Facility</b> ^	<b>Ship To</b> ^	<b>Supplier</b> ^
Magna Aurora 375 Magna Drive Aurora ON L4G 7K1 CANADA	Magna 375 375 Magna Drive Aurora ON L4G 7K1 CANADA	ABC Company 999 Main Street Anywhere ON L6L 6J7 CANADA
<b>Part</b> ^		
Part Number: ABC888 Part Description: HANDLE		

<b>Header Information</b>	Problem Description	Disposition	Supplier Information	Action Information	Claims	DMN History
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DMN ID: TEST_DMN	PO Number:
Reject Tag Number: 123	Warning Only: No
Receipt Number:	Received Quantity:
Receipt Date: 01-24-2014	Rejected Quantity: 500
Sample Quantity: 200	Quantity Non-Conforming: 100
Rejected By: John Doe	Rejected Date: 01-28-2014
Reason Code:Description: FET	Source of Defect:Description: LINE

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You can navigate through the DMN details by selecting any of the tabs displayed. This will allow you to view various supporting information for the DMN.

The screenshot shows a web application interface with several tabs: Header Information, Problem Description, Disposition, Supplier Information, Action Information (selected), Claims, and DMN History. Below the tabs, the 'Containment' section is visible. It contains the following fields and values:

- Response Required: Yes
- Response Due Date: 01-29-2014
- Containment Plan: (A large empty text area for input)
- Containment Date: (A date picker field)
- Containment Status: None
- Customer Feedback: (An empty text area)

At the bottom right of the form, there are two buttons: 'Update' and 'Cancel'.

If the DMN state is waiting for a response from you, the Action Information tab will have fields available for your input. You are required to first enter the Containment Action and Containment Date and submit the response. You may also attach files to your response if required or requested.

The Containment Response is the description of the action you are taking to contain the issue with the part.

Once you press the Update button, the DMN is sent immediately to your customer for review and approval at this stage.

## **DMN Approvals**

If the Customer reviews and accepts your containment response, the entry will be accepted and the workflow moves to the next step which is the Corrective Action and Root Cause response.

Root Cause	
Root Cause:	<input type="text"/>
Corrective Action	
Response Required:	Yes
Response Due Date:	02-21-2014
Corrective Plan:	<input type="text"/>
Corrective Date:	<input type="text"/>
Corrective Status:	None
First Corrected Shipment Date:	<input type="text"/>
<input type="button" value="Update"/> <input type="button" value="Cancel"/>	

**Root Cause** is the description of events or reasons that led to the issue with the part.

**Corrective Plan** is a description of the action you are taking to ensure this particular issue doesn't arise again.

**Corrective Date** is the date the plan is executed.

**First Corrected Shipment Date** is the date of the next shipment that will not have the issue being report on the DMN.

Although you may enter all of the information for containment, corrective and root cause at the same time, the customer may not approve both steps at the same time.

### ***Rejected DMN Responses***

Your customer has the option to reject any of your responses to the DMN when submitted. This will return the DMN to a state that is waiting for you to correct and resubmit your response.

As with most modules in SupplyWeb, there is the option of printing to .PDF. To print any of the DMNs, or DMN Summary, click on the Generate PDF button on the toolbar at the top of your screen. For more information on the toolbar, please refer to the document '*1.0 SupplyWeb Customer\_Supplier General Access.doc*' in our document library.