

Delivery Performance Review

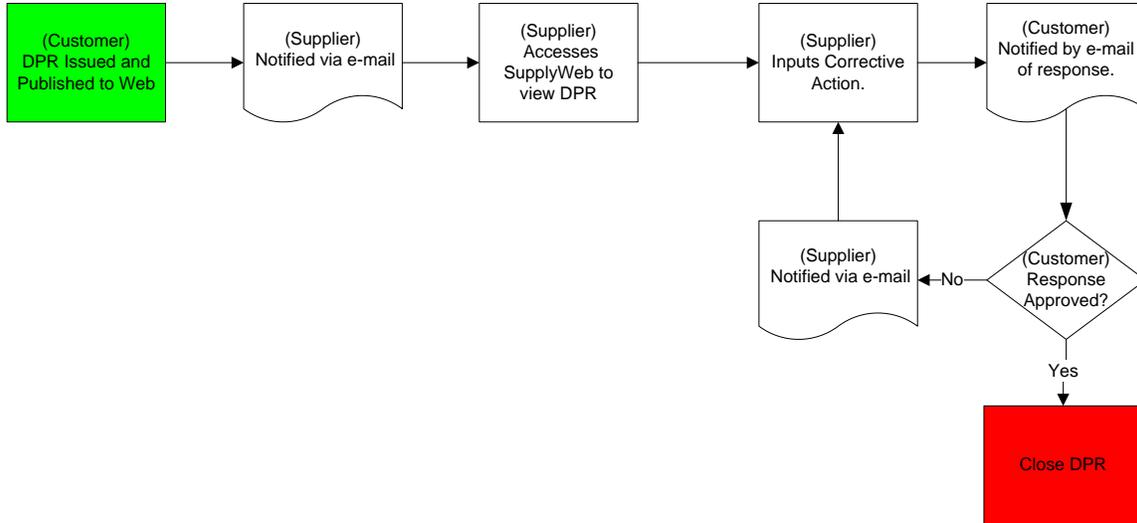
Customers may from time to time send you a Delivery Performance Review (DPR) that describes issues that were found in your shipping or the plant’s receiving process. These issues may include early or late shipments, over or under quantities, and other delivery issues. DPRs are time critical in that your customer will specify a number of days you have to respond to the review. This may be different per Magna plant.

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DPR Workflow

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



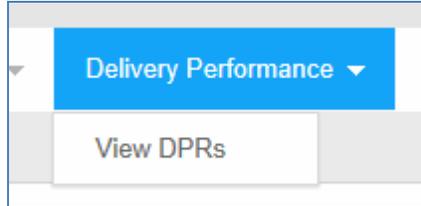
When a DPR is waiting for a Customer to approve/reject a response, the Supplier cannot change any details of the DPR. The same rule applies when a DPR is waiting for the Supplier to provide a response. At that time the Customer is no longer able to update the DPR.

Notification of DPRs

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

Accessing Your DPRs

A history of all the DPRs that have been issued to you is available in SupplyWeb by selecting the menu *Delivery Performance->View DPRs*.



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

Delivery Performance View DPRs	
Search Criteria	
Facility	< All > ▼
Ship To	< All > ▼
Part	< All > ▼
Response Required After	<input type="text"/>
Response Required Before	<input type="text"/>
State	< All > ▼

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After selecting the criteria and pressed Continue, you will see open and closed DPRs on separate tabs depending on the criteria entered.

Delivery Performance DPR Management							
Delivery Performance Reviews							
Search Criteria							
Facility	Ship To	Part	Responded After		Responded Before		State
All	All	All	All		All		All
Open DPRs		Closed DPRs					
Details	DPR ID	Facility	Ship To	Part	Received Date	Response Due Date	State
	1	Magna Aurora	Magna 375	1234		02-28-2012	  

The DPR can be in one of the three states.

- | | |
|------------------------------|---|
| 1. <i>Supplier Notified</i> | The DPR has been sent to you for a response. |
| 2. <i>Response Submitted</i> | The supplier has responded to the DPR. |
| 3. <i>Response Approved</i> | The DPR response has been accepted by the customer and the DPR is closed. |

The state of the DPR 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	



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

Answering Your DPRs

To answer or view a DPR you can click the icon in the Details column. This will display the DPR on your screen in a multi-tab format for different details of the DPR.

Delivery Performance DPR Management

Delivery Performance Review

Shipping Information

Facility	Ship To	Supplier
Magna Aurora 375 Magna Drive Aurora ON L4G 7K1 CANADA	Magna 375 375 Magna Drive Aurora ON L4G 7K1 CANADA	Demonstration Supplier Venture Inc 123 My Street AURORA ON L4G 7L6 CANADA

Part Information Detail Information Reasons Notes Supplier Information Action Information DPR History Claims

Part Information

Part	Description
1234	Steel Part A

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

Part Information Detail Information Reasons Notes Supplier Information **Action Information** DPR History Claims

Action Information

Corrective Action

Supplier Attached Files

02-23-2012

If the DPR state is waiting for a response from you, the Action Information tab will have fields available for your input. You are required to enter the corrective action and you may attach files to your response.

Once you click the Update button, you will no longer have the option of editing the DPR. It is sent immediately to your customer for review and approval.

Approved Responses

Your customer has the option to reject your response to the DPR when submitted. If your Customer approves your Corrective Action response, the DPR will be automatically closed.

Rejected DPR Responses

If your Customer decides to reject your response, this will return the DPR to the first state (Supplier Notified) and will require you to re-submit a response.