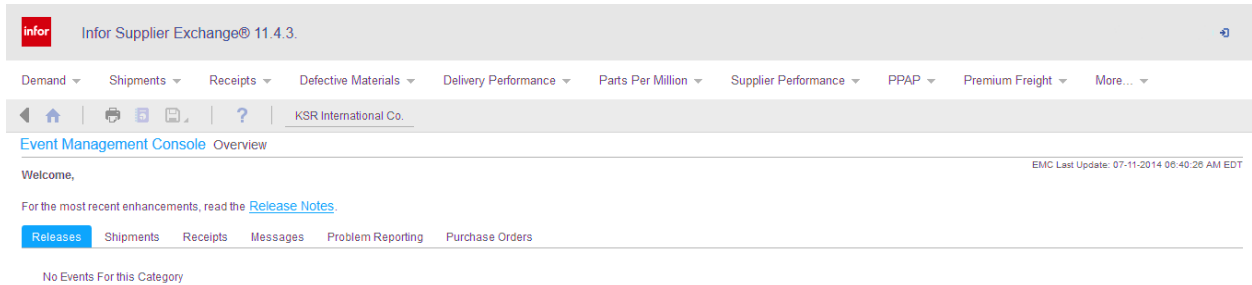
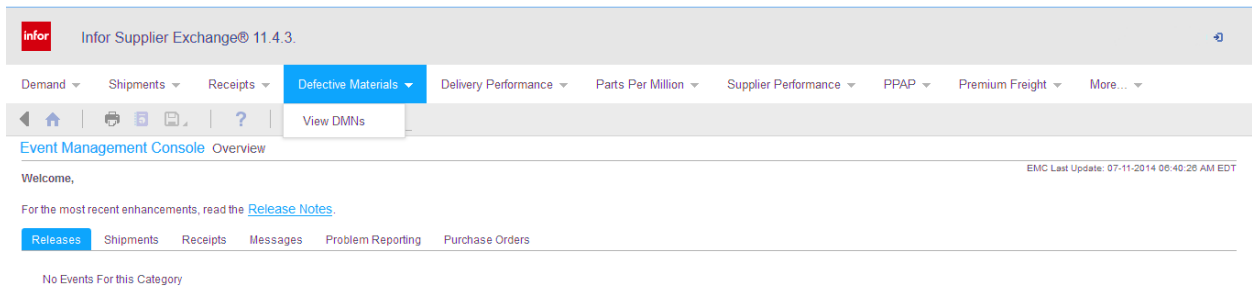


Review and Answer – Defective Material Notice (DMN)



Step 1

Once you have logged in, you are presented with the above screen. This screen displays a welcome message and a few tabs containing submenus.



To review and answer a DMN, click the tab “Defective Materials.” A submenu will pop up. Click on the tab “View DMNs.”

Search Criteria	
Facility	< All >
Ship To	< All >
Part	< All >
Action Required After	
Action Required Before	
DMN	

Step 2

The above event screen will appear. You have two options:

You may leave the fields as “All” and click on the box labelled continue. This will bring up all DMNs issued for all of your part numbers.

OR

Complete any of the following six fields:

1. Facility – click the down arrow and select the manufacturing site from the drop down list.
2. Ship to – click the down arrow and select the location the product was shipped to.
3. Part Number – click the down arrow and select a part number
4. Actions Required After – enter date
5. Actions Required Before – enter date
6. DMN – enter DMN number

Once you have completed your entries, click “Continue.”

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Demand ▾ Shipments ▾ Receipts ▾ Defective Materials ▾ Delivery Performance ▾ Parts Per Million ▾ Supplier Performance ▾ PPAP ▾ Premium Freight ▾ More... ▾

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Defective Materials Manage DMNs

Defective Material Notices

Search Criteria

Facility	Ship To	Part	Containment Response Start Date	Containment Response End Date	Status
All	All	All	All	All	All

Pending DMNs | Open DMNs | Closed DMNs | Canceled DMNs

View	DMN ID	Facility	Ship To	Part	Status	Published	Last Updated	Last Response	Closed
	2143	Dresden Industrial - Rodney	DRESDEN IND. RODNEY	279552		2013-12-02 16:38:49 GMT	2014-01-14 15:57:31 GMT	2013-12-13 18:22:41 GMT	2013-12-17 19:30:39 GMT
	2257	Dresden Industrial - Rodney	DRESDEN IND. RODNEY	279552		2014-03-07 16:21:32 GMT	2014-05-15 11:50:03 GMT	2014-03-07 20:00:27 GMT	2014-05-15 11:50:03 GMT

Showing Page 1 of 1 Go

Step 3

The above screen will appear. There are two sections for you to review.

The status of your open/closed DMNs is indicated in the area called state. The legend below gives you an interpretation of the squares in the state column.

Once you have completed reviewing the status of your DMNs (open/closed), you may now click on the pencil in the details column to obtain the details of, or answer the DMN.

NOTE: You will be required to review this daily to check if you, as a supplier, have been issued any new DMNs. You also have the opportunity to view the status of DMNs already in the system (open/closed).

Defective Materials View DMN

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON NOL 2C0 CANADA	DRESDEN IND. RODNEY 172 Center Street Rodney ON NOL 2C0 CANADA	
Part		
Part Number:		
Part Description:		

Header Information	Problem Description	Disposition	Supplier Information	Action Information	Claims	DMN History
DMN ID: 2						
Reject Tag Number: 04282014						PO Number:
Receipt Number: 04282014						Warning Only: No
Receipt Date: 03-31-2014						Received Quantity: 14542.0
Sample Quantity:						Rejected Quantity: 14542.0
Rejected by:						Quantity Non-Conforming: 14542.0
Reason Code:						Rejected Date: 04-28-2014

Step 4

Header Information

The following fields were completed when the DMN was issued and give you the listed information.

DMN ID (*)	Next available number from DMN supplier log
Reject Tag # (*)	Number from the reject tag
Receipt #	Lot number of containers received
Receipt Date (*)	Date parts were received or entered plant
Sample Quantity (*)	Number of parts reviewed/inspected at receiving
Rejected by (*)	Person or position rejecting product
Reason Code (*)	Cause that created the non-conformance
PO Number	Purchase order that corresponds to the non-conforming product
Warning	DMN to be a notice only (entered only by issuer of the DMN)
Received Quantity	Number of parts received by lot rejected or total number received
Rejected Quantity (*)	Total number of parts that were rejected
Quantity Non-Conforming (*)	Total number of parts that were non-conforming
Rejected Date (*)	The date the non-conformance actually occurred
Source of Defect (*)	The source where the non-conformance occurred

Once you have completed reviewing the header information, click on the tab labelled “Problem Description.”

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON N0L 2C0 CANADA	DRESDEN IND. RODNEY 172 Center Street Rodney ON N0L 2C0 CANADA	

Part

Part Number:
Part Description:

Header Information **Problem Description** Disposition Supplier Information Action Information Claims DMN History

Short pin.
CERTIFY 100% ALL MATERIAL AT KSR RODNEY.

Customer Attached Files:

Step 5
Problem Description

This screen is available for the issuer of the DMN to enter further detail and/or give the supplier additional direction in how to handle the concern.

NOTE: There is a field labelled “Customer Attached Files.” By clicking on the browse button you will be able to call up any of the documents/photographs that KSR felt were pertinent to this DMN. Once you have completed reviewing the attached files, you may print them or download them.

After you have completed reviewing the problem description, click on the tab labelled “Disposition.”

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON NOL 2C0 CANADA Part	DRESDEN IND. RODNEY 172 Center Street Rodney ON NOL 2C0 CANADA	
Part Number:		
Part Description:		

Code	Description	Quantity	Demerits
Sort	Sort cost.. charge back to supplier	1	1

Displaying: 1 - 1 of 1 | Selected: 0 | Page 1 of 1

Total Demerits: 1
Total Quantity: 1

Step 6
Disposition

The above screen will appear.

Code	Unique identifier used to indicate the performance issue
Description (*)	This description was automatically entered when the person issuing the DMN selected the reason code under “Header Information.”

NOTE: The issuer of the DMN had the opportunity to enter in further information on the disposition of the product and shipping requirements.

Quantity	Number of parts
Demerits	The number of demerits assigned for the delivery issue
Total Demerits	Total number of demerits given for all codes assigned
Total Quantity	Total number of parts for each code applied

After you have completed documenting the above five fields, click on the tab labelled “Supplier Information.”

Facility	Ship To	Supplier
Dresden Industrial - Rodney 172 Centre Street Rodney ON NOL 2C0 CANADA	DRESDEN IND. RODNEY 172 Center Street Rodney ON NOL 2C0 CANADA	

Part

Part Number:
Part Description:

Header Information Problem Description Disposition **Supplier Information** Action Information Claims DMN History

Supplier Authorization:
Return Authorization Number:

Phone:
Authorization Date:

Step 7

Supplier Information

The above screen will appear.

Supplier Authorization	The individual who authorized the disposition of the product
Return Authorization Number	The number or code for authorizing the return of the product and all charge backs to the supplier
Phone	The phone number of the individual who authorized the return and charge backs
Authorization Date	The date when the authorization was received

After you have completed reviewing the above four fields, click on the tab labelled “Action Information.”

Defective Materials [View DMN](#)

Facility ^ Ship To ^ Supplier ^

Dresden Industrial - Rodney
172 Centre Street
Rodney ON N0L 2C0
CANADA

DRESDEN IND. RODNEY
172 Center Street
Rodney ON N0L 2C0
CANADA

Part ^

Part Number:
Part Description:

Header Information Problem Description Disposition Supplier Information **Action Information** Claims DMN History

Containment ^

Response Required: Yes
Response Due Date: 04-30-2014
Containment Plan: Sorting parts at KSR - finished and non-finished - enough for production until our re-certified sort arrives.

Containment Date: 04-28-2014
Containment Status: Accepted
Customer Feedback:

Root Cause ^

Root Cause:

Corrective Action ^

Response Required: Yes
Response Due Date: 05-12-2014
Corrective Plan:

Corrective Date: 05-05-2014
Corrective Status: Accepted
First Corrected Shipment Date: 05-06-2014
Customer Feedback: Has other documentation been updated? Control Plan, PFMEA? This has not been indicated on the 8D

Customer Template:
[E_S1-1.xls 02-04-2011](#)

Supplier Attached Files:

Step 8 Action Information

The above screen will appear.

The dates for the response (containment and corrective) have already been documented and can only be changed by the KSR personnel who issued the DMN. The remaining fields need to be documented by the supplier who was issued the DMN. If they are not completed in time, they will affect your supplier rating.

The following fields need to be completed by the supplier:

Root Cause	Identify potential causes of the problem
Containment Action	Define and implement containment actions to isolate the effect of the problem from the customer until corrective action is implemented. (Denote how certified stock will be identified.)
Containment Date	Date containment was implemented
First Corrected Shipment Date	The date of the first certified shipment
Corrective Action	A detailed record of all phases of the problem solving process that confirms the selected corrective action(s) will resolve the problem and that it will not cause undesired side effects.
Corrective Date	Date corrective action was, or will be, implemented.

Customer Template

When you click on **F S1-1.xls**, a detailed 8D report will appear in an Excel Spreadsheet. KSR requires that this template be filled out and responded to in the same time frame as the above fields. This 8D template gives KSR a better understanding of the supplier mythology and thought process and meets all of our customer (internal/external) requirements.

NOTE: There is a field labelled “Supplier Attached Files.” By clicking on the browse button, you will be able to attach any of your company documents that you feel are pertinent to this DMN. Once you have selected the files you want to download to KSR, click on the button labelled “Attach File.” If you have made an error, click “Delete File.”

Once you have completed all required fields and the template, you will save the customer template to one of your company’s drives. Click on the browse button, call up the completed customer template and click the “Attach” button. Click the “Update” button and the system will save it and rate it for response timing.

The DMN is now forwarded to the issuing plant. They will now review your response and notify you on the DMN status (accepted/rejected).