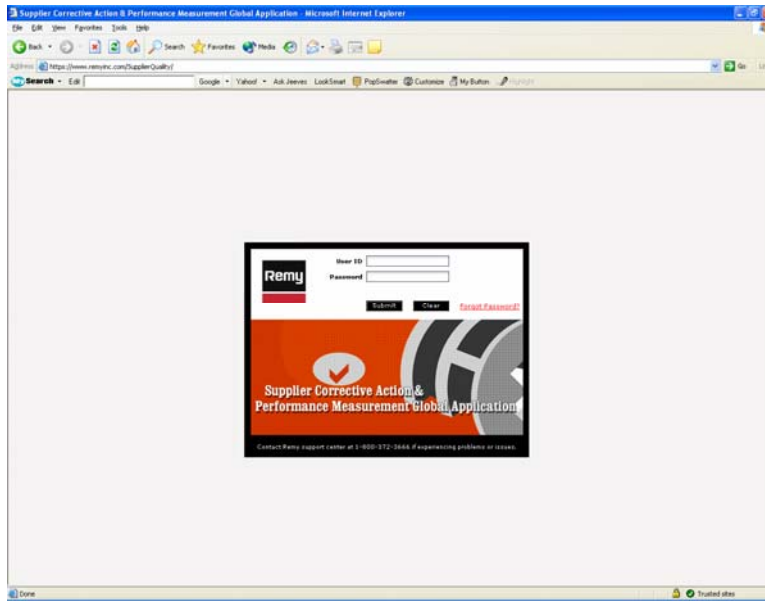


Supplier Corrective Action & Performance Measurement Global Application User Manual



Remy International



Version No. 2
August 25th, 2004

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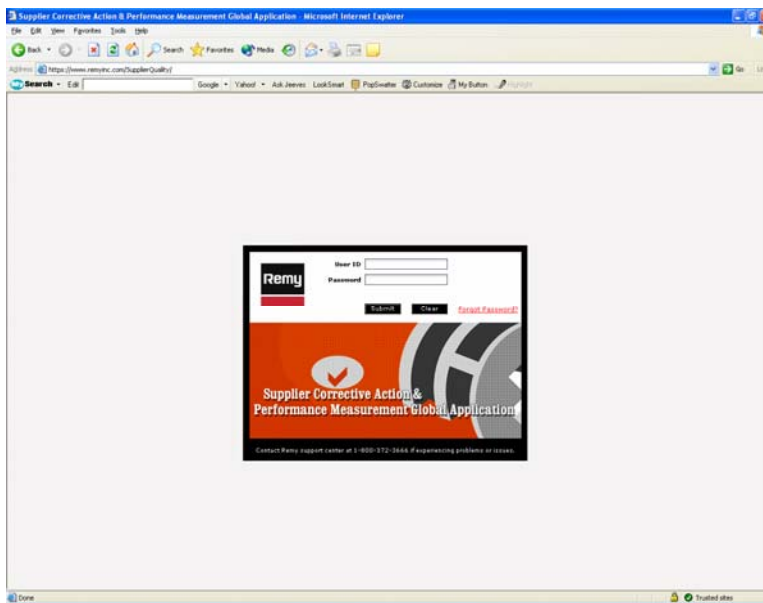
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1. General Application Overview

The Supplier Corrective Action & Performance Measurement global application is a web base application, which can be accessed via the Internet through any browser software. One of the objectives for this application is to improve corrective action response times and clarify communications with the suppliers, which leads to the improvement of overall quality. This user manual is a high level overview, which describes the supplier functions and features within the application. Suppliers will use these instructions to view Correct Action (CA) information and complete their 7-Step responses, as well as, viewing their monthly Supplier Performance Measurement (SPM) reports and maintain their contact and quality certification information.

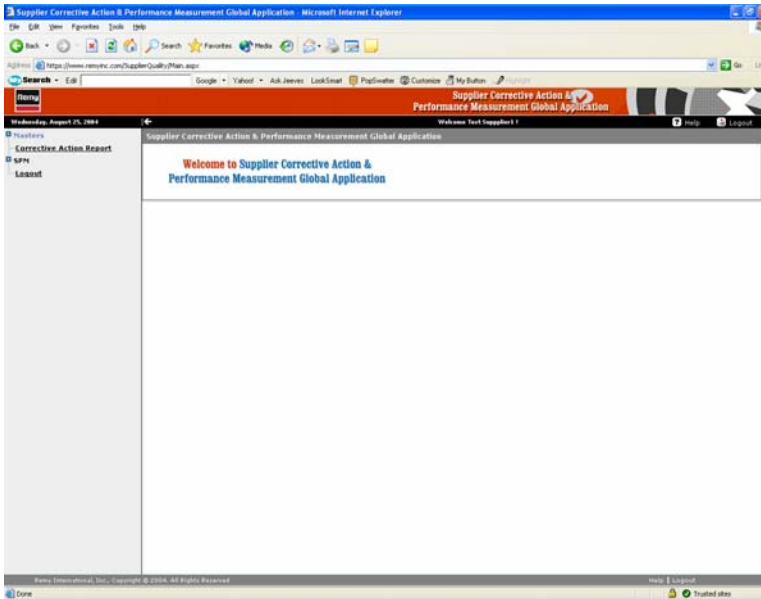
2. Getting Started

The Supplier Corrective Action & Performance Measurement global application's login page can be found using the following URL. www.remyinc.com/supplierquality On the login page enter the User ID, Password, and click on the Submit button.



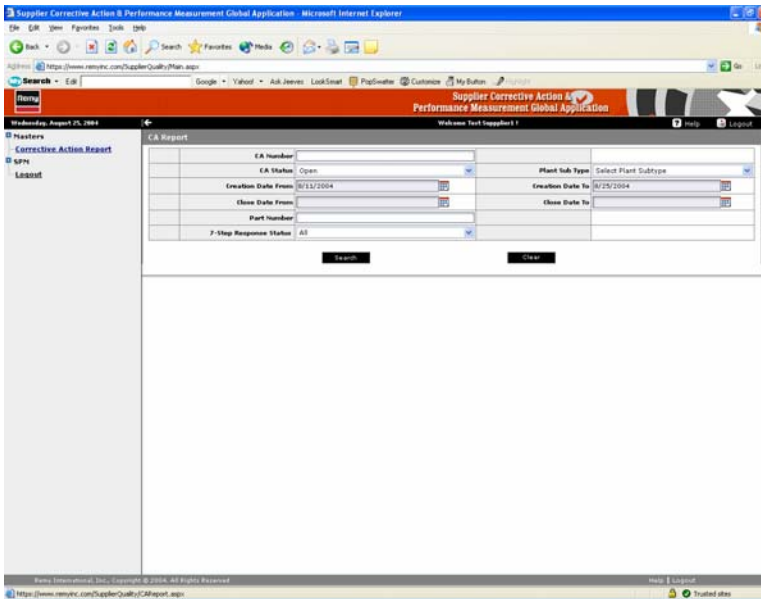
3. Viewing the Home Page

The Home page and navigation menu will appear. If a user does not remember his password, the user can enter his/her User ID and click on the “Forgot Password” link on the login page. The user will receive an email, reminding the user of password, to his/her email address given at the time of users creation. If the user continues to experience problems, they can contact their supplier quality engineer.

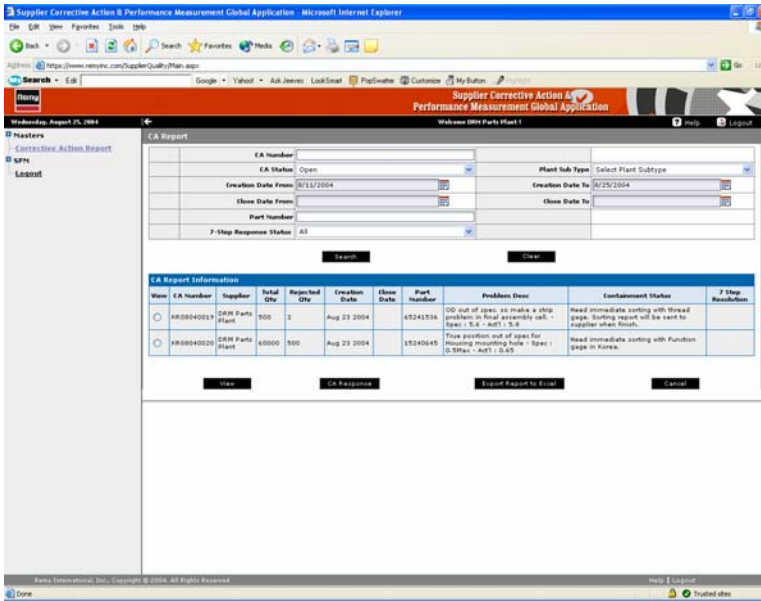


4. Completing the Correct Action Report

Once the Home page appears, click the Corrective Action Report link in the navigation menu located in top left of the page. The Corrective Action Report page will appear.

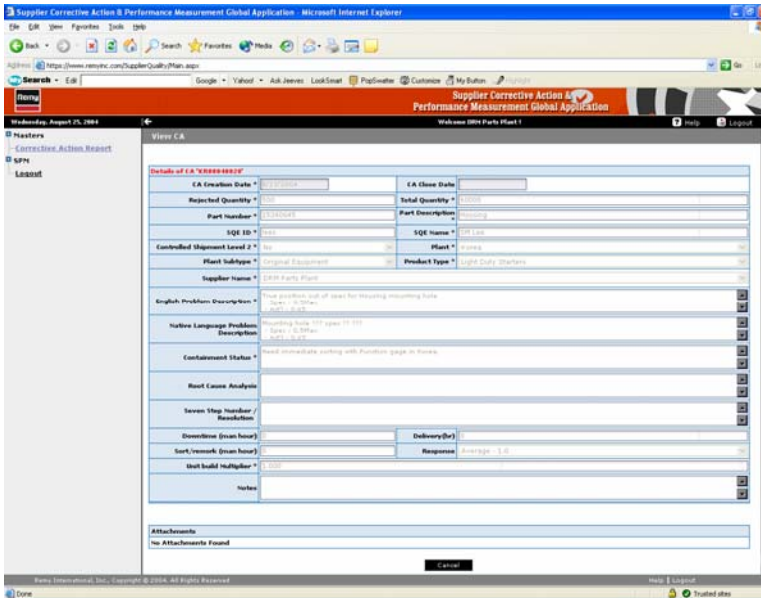


Complete the CA Report selection criteria fields. For example; the Creation Date From field, Creation Date To field, or change the 7-Step Response Status field to have a value of pending. Click the Search button to query for the filtered list of CAs. NOTE: “Pending” is defined as an open CAs that does not have a 7-Step Response created for the CA. The value will often be used by the supplier to search for CAs that do not currently have 7-Step Responses.



5. Viewing the Corrective Action

Select an individual CA by clicking the radio button in the View column left of the CA number. By clicking the View CA button, the user can view the supplier quality engineer's CA and any attachments. The CA provides detail information about the current quality issue. The user can also click on any attachments links to view the attachments for the CA. When the Cancel button is pressed, the user will be returned to selecting a CA from the CA Report page.



6. Completing the 7-Step Response forms

Select an individual CA by clicking the radio button in the View column left of the CA number. By clicking the CA Response button, the supplier can create or view the 7-Step Response detail form. This form is required to be completed by the supplier. Please, contact your supplier quality engineer for more details about the fields or any questions regarding the 7-Step Response.

The screenshot displays a web browser window with the URL <https://www.hewlett.com/SupplierQualityMain.aspx>. The page title is "Supplier Corrective Action & Performance Measurement Global Application". The user is logged in as "William SH Park Plant 1". The main content area shows a "Corrective and Preventative Action Request" for "Response #26 24 2888".

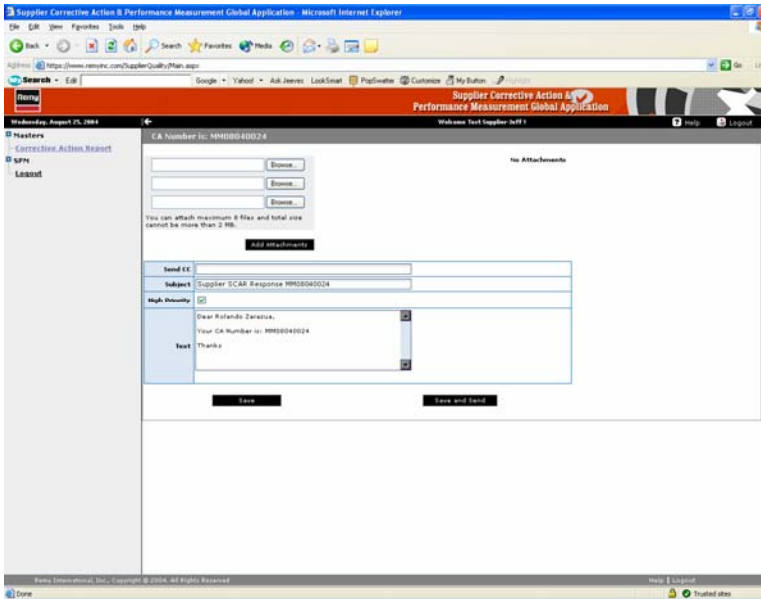
Field	Value	Issued By	DM Lee
Date Issued	8/23/2004	Mark	Pinck
CA No.	892004020	Supplier ID	1005
Part Number	1024045 [Housing]	Email	
Supplier	DMH Parts Plant	Phone No.	
Address	1		

The form is divided into seven numbered sections:

- 1. Identify the Problem**
 - CA Problem Description**: Three possible root of issue for housing mounting hole. (Start: 0:30Min, End: 0:30Min)
 - Native Language Problem Description**: Mounting hole 3.0mm 3.0mm 3.0mm. (Start: 0:30Min, End: 0:30Min)
- 2. Determine the Possible Causes and Rank their Importance ***
- 3. Describe the Short Term Containment Actions That Were Taken ***
- 4. Gather Data and Design Tests to Quantify their Contribution**
- 5. Conduct Test, Analyze Data, and Select Solution**
- 6. Plan and Implement the Permanent Solution, Fail-Safe Where Possible**

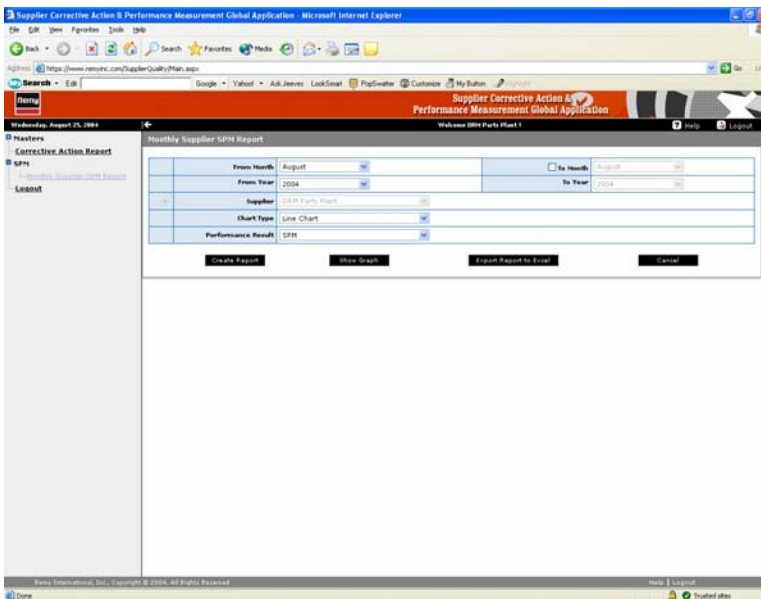
7. Attaching documents to 7-Step Response forms

After clicking the Save button, the 7-Step attachment page will appear. Click the Browse button to search for documents, which the user would like to attach with the 7-Step form. After a document is selected, click the Add Attachment button to upload the attachment to the 7-Step Response form. After document attachment completion, add any information to the email body by entering the information in the Text field and press the Save and Send button. The application will save the 7-Step Response, and email the supplier quality engineer a notification the response is completed.



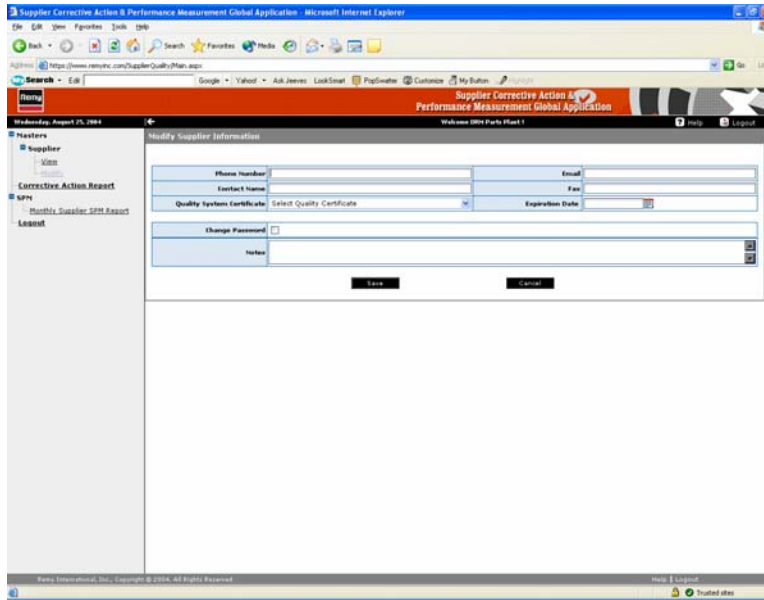
8. Selecting Supplier Performance Measurement Monthly Reports

The suppliers can view their own monthly SPM reports. To access the SPM report, click the Supplier Monthly SPM Report link in the navigation menu. The Monthly SPM Report page will appear. Complete the SPM Report selection criteria fields. For example; the Month and Year. Click the Create Report button. The SPM report will generate and open in a new window. The Show Graph button will display the report in the format of a graph, and the Export to Excel button will export the report data into a Microsoft Excel file.



9. Changing Supplier Information

The supplier has the ability to update their quality contact information. In the navigation menu, click the Masters link, then the Supplier link, and finally the Modify link. The supplier can change their passwords, contact information, quality system certificates and its expiration date, etc.



The screenshot shows a web browser window displaying the 'Supplier Corrective Action & Performance Measurement Global Application'. The main content area is titled 'Modify Supplier Information' and contains a form with the following fields:

- Phone Number
- Contact Name
- Email
- Fax
- Quality System Certificate (with a dropdown menu)
- Expiration Date
- Change Password (checkbox)
- Notes (with a text area)

At the bottom of the form are 'Save' and 'Cancel' buttons. The left sidebar contains a navigation menu with 'Supplier' selected. The footer of the application reads 'Pars International, Inc., Copyright © 2004. All Rights Reserved.' and includes a 'Logout' link.

10. Exiting the Application

A user can log off the application in many ways. One, clicking the Logout link on the navigation menu. Two, clicking the Logout link on the header or footer of the application.

