

Section 5

<Performance>

Purpose: Define DENSO's delivery performance elements and expectations. Delivery rating calculation method will be explained as well as the use of the Cause & Countermeasure Reports.



Delivery Performance

PURPOSE	To define and explain DENSO's delivery performance expectations for it's suppliers.
TIMING	<p>Delivery performance is evaluated each time a supplier is scheduled to make a delivery. DENSO rates its suppliers' delivery performance each month. (See Delivery Rating 5-2).</p> <p>Note: Under certain circumstances, DENSO P.C. may require the suppliers to complete a DENSO Cause & Countermeasure Report.</p>
CREATED BY	Each supplier is responsible for their delivery performance.
PERFORMANCE ELEMENTS	<p>DENSO expects its suppliers to ship every order on-time and complete. The following are DENSO's definitions of On-Time and Complete:</p> <p><u>On-time</u> = Shipments delivered on the due date shown on DENSO's Delivery Orders.</p> <p><u>Complete</u> = Complete deliveries include four major components.</p> <ol style="list-style-type: none"> 1) Quantities: All parts delivered in the original quantities specified on DENSO's Delivery Orders and/or Supplement Delivery Orders (i.e. no back orders). 2) Packaging: The parts must be packaged in quantities that agree with the specified box/carton/pallet quantities shown on the DMTN documentation. 3) Labeling*: The correct label (kanbans when applicable) showing the carton quantities and part numbers. 4) Paperwork: All complete shipments are accompanied by the applicable DENSO Delivery Order/Supplement Delivery Order correctly filled out and signed. 5) ASN: Completed and sent with each shipment <p>*: If import part is mis-labeled and different item imported, US Customs (CBP) must be notified to correct the entry to reflect actual parts/quality/value imported. Also, the supplier will be required to correct the invoice and re-issue according to actual shipment.</p>

