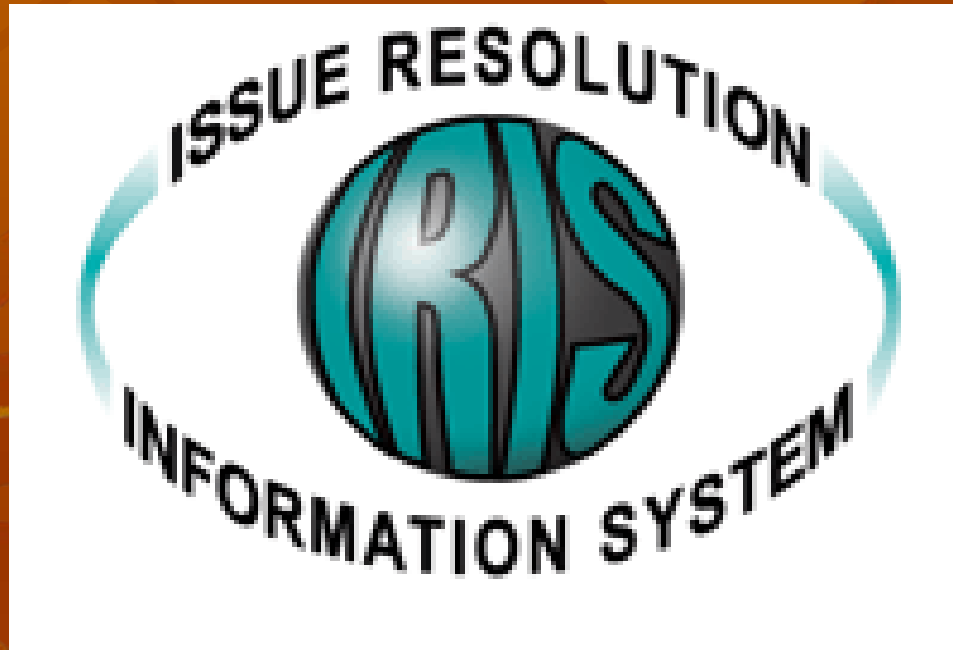


Issue Resolution Information System



IRIS Training for Johnson Controls Building Efficiency Suppliers

- ▶ [Glossary of Terms](#)
- ▶ [Supplier IRIS FAQs \(Frequently Asked Question\)](#)
- ▶ [SMRR Email \(Example\)](#)
- ▶ [DMR Email \(Example\)](#)
 - ▶ [Dos and Don'ts for SMRR & DMRs](#)
- ▶ [SCB](#)
 - ▶ [Dos and Don'ts for SCBs](#)
- ▶ [Questions](#)

Glossary of Terms

- SMRR Supplier Material Rejection Report or Quality Rejection
- DMR Discrepant Material Rejection or Material Rejection
- SCB Supplier Chargeback. This can be associated with an SMRR or DMR
- 8D 8 Discipline Report. Form JCI uses to document corrective actions
- 4D Partial 8D report showing containment activities and identifying probable root causes

Supplier IRIS FAQ

Question: Do Suppliers have access to IRIS?

Answer: At this time, Suppliers do not have access to IRIS. All communication from the Suppliers have to be entered by the person creating the issue. This could be your Quality contact or your Materials contact at the receiving Plant.

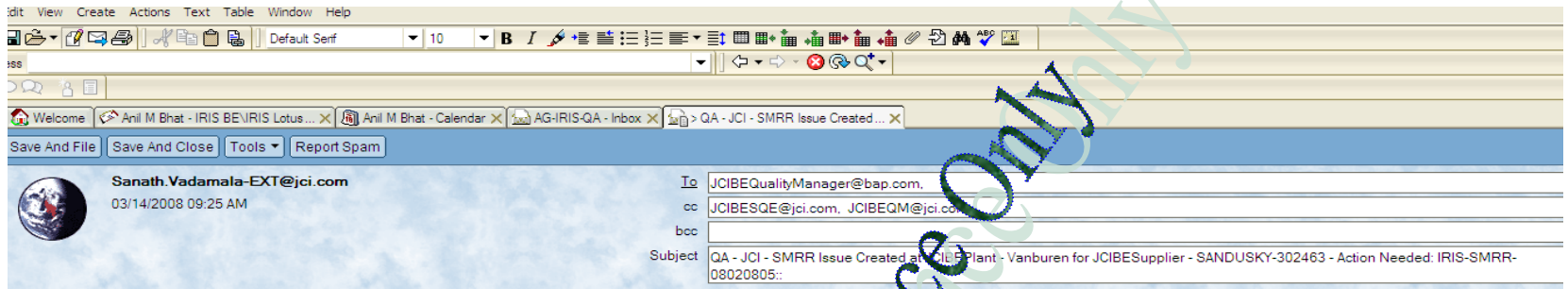
Question: Will IRIS replace the current Supplier Quality and Supplier Materials performance reporting systems?

Answer: Yes. IRIS will replace all current JCI Supplier Quality and Supplier Materials performance reporting systems.

Question: How can suppliers dispute SMRRs, DMRs and Chargebacks?

Answer: Suppliers can dispute SMRRs, DMRs and Chargebacks via email only. They may also choose to follow up a dispute with a meeting with the Plant personnel and JCI Purchasing Buyer responsible.

SMRR Email



JCI BE Supplier Quality Manager:

This message is to inform you that an SMRR issue has been created. Per the Johnson Controls Global Supplier Standards manual (<http://www.jcibesupplier.com/portal/public>) you are expected to complete the 4D corrective action response (attached in excel) by the 4D due date. If an 8D is also required you must use the same excel file for completion and due by the 8D due date. JCI will only accept the excel file below as a valid response. Any other formats will not be accepted.

Failure to respond will result in the SMRR being accepted and the rejected quantity will be applied to your Quality PPM performance.

Once the disposition is determined, the JCI issue champion may contact you to obtain an RMA number or you may fill out the RMA Disposition tab in your 4D response. An RMA number will be required in order to return or dispose of parts at suppliers request. In addition this will result in an SMRR debit and a Return to Vendor 4.8% inbound freight recovery. You will be notified via separate e-mails of the related chargebacks.

Responses should be addressed to the Issue Champion e-mail

Below is the summary for the SMRR Issue.

Issue ID:	IRIS-08020805
4D Required:	Yes
4D Due Date:	03/15/2008
8D Required:	Yes
8D Due Date:	03/25/2008
Severity Level:	Normal
Sorting/Rework:	Sorting
MQR:	None
Issue Description:	What: Off color Where: JCI BE Plant When: March 14, 2008 How big & How Many: all inventory suspect. 200 pcs rejected to date
Date Initiated:	03/14/2008 09:25 AM EST
JCI Plant:	Vanburen
Supplier:	JCIBESupplier - Sanduskey OH
Issue Champion:	Sanath Vadamala
Issue Champion Email:	Sanath.Vadamala-EXT@jci.com

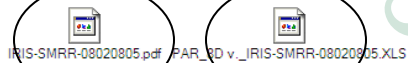
SMRR in PDF has details of the issue

JCI 8D in Excel. You have to use this file. IRIS will not accept older version

Below are two documents: Issue.pdf contains the SMRR and par_8d.xls contains the corrective action document to be used in response to this issue.

NOTE: This message and all attachments should be considered confidential and proprietary to Johnson Controls, Inc. and are intended only for the individual or company to whom addressed, and only for the purpose stated or intended. Any other viewing, copying, distribution or other use of this information is prohibited. If you received this message in error, please immediately notify the sender and then delete.

Alert automatically generated by IRIS - Issue Resolution Information System by Johnson Controls Inc.



SMRR Example

Johnson Controls - SMRR	
Issue Header	
Issue ID : IRIS-SMRR-08020920	Initiated By : Sanath Vadamala 616-394-8016
Date Initiated : 04-24-2008 12:00 AM EDT	
JCI Originating Plant : Vanburen	Region, BU & CBU/PBU : North America ,Interiors
Issue Origin : Customer Production	Shift : First
Severity : Normal	
Supplier : Akko Fasteners Inc	
Supplier Address : 6855 CORNELL RD. , OH, 45242	
Name of the Supplier	Supplier Contact
Contact :	Phone Number:
Supplier Contact Title	
Supplier Contact Details :	
Issue Details	
Issue Occurrence Date : 04/24/2008	
Problem Statement : Test	
Sorting/Rework : 3rd party Company	
MQR : None	
MQR Details :	
Picture for Reporting:	
Additional Attachments:	
Defect Classification	
Commodity : Fasteners	
Component : BOLTS/SCREWS/STUDS	
Classification Level 1: Appearance	
Part Number : 1372302 , SCR,6-10-3/8 PFH PB ZN Z	Revision Level
Product Line : FN145 OHS COMPONENTS	PO Number : 5000281
Classification Level 2: Oily	
Initial Defect Qty : 12	Initial Qty Affecting PPM : 2

Specification :		
Actual Measurement :		
Verification Method :		
Customer Part :	Revision Level :	
Supplier Part :	Revision Level :	
Part Used to other than :	No	
Repeat Issues :	IRIS-SMRR-08020868, IRIS-SMRR-08020876, IRIS-SMRR-08020870, IRIS-SMRR-08020874, IRIS-SMRR-08020890, IRIS-SMRR-08020882, IRIS-SMRR-08020902, IRIS-SMRR-08020910, IRIS-SMRR-08020908, IRIS-SMRR-08020917, IRIS-SMRR-08020916,	
Initial Qty Affecting PPM :	2	
Transact Parts to Non-Conforming? :	Yes	
Corrective Action		
Issue Champion :	Sanath Vadamala , 616-394-8016 , Sanath.Vadamala-EXT@jci.com	
External Supplier :	Name Title Phone Number sajja abcu1 32432432432432432	
	Email abc.abcu1@abcu.com	
4D Required :	Yes 4D Due Date : 04/25/2008	
8D Required :	Yes 8D Due Date : 05/05/2008	
8D Defect Type :	Oily	
Added Notification List		
Name	Phone Number	Email
Sandra Likic	(616)394-6173	Sandra.Likic@jci.com
Subhashini Karthikeyan	616-394-8674	Subhashini.Karthikeyan-EXT@jci.com
Suneetha Sajja	616-394-7653	Suneetha.Sajja-EXT@jci.com
Sunil Subhaschandra	414-524-5970	Sunil.B.Subhaschandra@jci.com

DMR Email

Sample For Reference Only


Edit View Create Actions Text Table Window Help

Default Serif 10 B I

Address

Welcome Anil M Bhat - Inbox... Anil M Bhat - Calendar AG-IRIS-QA - Inbox QA - JCI - SMRR Issue Created... Replication Launch Plan Review - IRIS 8.01 IRIS Release 8.2 Functional... QA - JCI - DMR Issu...

Save And File Save And Close Tools Report Spam

 **Karthik Kannan-EXT@jci.com**
03/14/2008 02:11 PM

To: JCIBESupplierMaterialsManager@ba...
cc: JCIBESupplierScheduler@jci.com, JCIBESupplierMaterialsManager@jci.com,
bcc:
Subject: QA - JCI - DMR Issue Created by Vanburen for JCIBESupplier - SANDUSKY-302463 - Action Needed: IRIS-DMR-08008335

JCIBESupplier - SANDUSKY

This message is to inform you that a DMR issue has been created. Per the Johnson Controls Global Supplier Standards manual (http://www.jci.com/sirt.com/portal_public) you are expected to complete the 4D corrective action response (attached in excel) by the 4D due date. If an 8D is also required you must use the same excel file for completion and due by the 8D due date. Only excel files will be accepted. Any other formats will not be accepted.

Failure to respond will result in the DMR being accepted and the discrepant quantity will be applied to your DMR score. The DMR issue may also result in a DMR debit - you will be notified via separate e-mails of the related chargeback.

Responses should be addressed to the Issue Champion e-mail


Below is the summary for the DMR Issue.


Issue ID:	IRIS-DMR-08008335
4D Required:	03/17/2008
4D Due Date:	03/17/2008
8D Required:	03/17/2008
8D Due Date:	03/17/2008
Severity Level:	Normal
MQR:	None
Issue Description:	Box quantity Different from packing slip. 250 pcs short.
Date Initiated:	03/14/2008 02:08 PM EST
JCI Plant:	Vanburen
Supplier:	JCIBESupplier - SANDUSKY
Issue Champion:	Karthik Kannan
Issue Champion Email:	Karthik.Kannan-EXT@jci.com

Below are two documents: Issue.pdf contains the DMR and par_8d.xls contains the corrective action document to be used in response to this issue.

NOTE: This message and all attachments should be considered confidential and proprietary to Johnson Controls, Inc. and are intended only for the individual or company to whom addressed, and only for the purpose stated or intended. Any other viewing, copying, distribution or other use of this information is prohibited. If you received this message in error, please immediately notify the sender and then delete.

Alert automatically generated by IRIS - Issue Resolution Information System, Johnson Controls Inc.

 IRIS-DMR-08008335.pdf

 PAR_8D v_1_IRIS-DMR-08008335.XLS

Body of message

DMR Example

Johnson Controls - DMR		
Issue Header		
Issue ID :	IRIS-BE-DMR-08008520	Initiated By : Teresa Cano 956 782-3131
Date Initiated :	04-24-2008 12:00 AM EDT	
JCI Receiving Plant :	Reynosa 1	Region, BU & CBU/PBU : North America,Symix,
Issue Origin :	Assembly Line	Shift : Second
Severity :	Normal	
Name of the Supplier Contact :		
Supplier Contact Title :		
Supplier Contact Phone Number :		
Issue Details		
Issue Occurrence Date :	04/24/2008	
Supplier :	ABBATE SCREW PRODUCTS	
Supplier Address :	50 PRESIDENTIAL DRIVE	
MQR :	None	
MQR Details :		
Picture for Reporting :		
Additional Attachments :		
Defect Classification		
Commodity :	MetalComponents	Header Level Error Code : Missing Commercial Invoice
Component :	Machined Parts	
PO # :		Ship Date : 2008-04-23
Packing Slip # :	Test	ASN # : Test
Total Qty Received :	5000	
Potential Header Level Repeat Issue Id's :	IRIS-BE-DMR-08008476, IRIS-BE-DMR-08008472, IRIS-BE-DMR-08008477, IRIS-BE-DMR-08008481, IRIS-BE-DMR-08008482, IRIS-BE-DMR-08008483, IRIS-BE-DMR-08008492, IRIS-BE-DMR-08008496, IRIS-BE-DMR-08008498, IRIS-BE-DMR-08008499,	
Are there Line Level Error Codes :	Yes	
Added DMR Parts		

Part Number:	21-3455-80001 SCREW HUMB	Packing Slip/ASN Qty :	2000
Actual Qty :	1000	Discrepant Override Qty :	-1000
Error Code1 :	Label Nonconformance		
Error Code2 :			
Error Code3 :			
Potential Repeat Issues :	IRIS-BE-DMR-08008497,		
Error Count :	IRIS-BE-DMR-08008497, Label Nonconformance,		
<hr/>			
Part Number:	VGA8C2GT+3008E0 - 3W 1/2 AIR VLV 4.6 W/A 9	Packing Slip/ASN Qty :	2000
Actual Qty :	1000	Discrepant Override Qty :	-1000
Error Code1 :	Late Shipment against defined delivery window		
Error Code2 :			
Error Code3 :			
Potential Repeat Issues :	IRIS-BE-DMR-08008480,		
Error Count :	IRIS-BE-DMR-08008480, Late Shipment against defined delivery window,		
<hr/>			
Inventory Transaction Completed :	Yes		
Total Discrepant Quantity Equals Header and Line Level(s) :	7000		
Additional Issue Description :			
Corrective Action			
Issue Champion :	Teresa Cano , 956 782-3131 , Teresa.Cano@jci.com		
External Supplier :	Name	Title	Phone Number
	Test	test	98854201878
	Email		
	Test@mail.com		

Do's & Don'ts for SMRR & DMRs

- + Always keep your Plant contact information updated with the JCI Plants.
- + Always respond back in a timely manner. 24 hours for 4D & 7 Business days for Planned 8D.
- + Always respond back using the 8D file attached to the email (Save this to your system as the new version). IRIS will not accept older version.
- + Always maintain a log for SMRRs along with dates & names of people communicated with. Retain a copy of the email for your log.
- + You may attach supporting documents. IRIS does allow attaching supporting document.
- Delays in responding will result in hit to your 8D rating & escalation within JCI & your leadership. You can request more time to close an 8D provided you submit the planned 8D on time (within 7 business days).

Dos & Don'ts for SMRR & DMRs

Select Action

* = required

*Select an action : Collaborate and Save
 Complete and Send
 Decline
 Dispute

HINTS

Contribute to the issue without completing it

Approve 4D ← Agree with the issue

Different Issue Champion or disagree with details ← Decline the issue

Dispute: Disagree with the details of the issue ← Dispute the issue

Comments :

Spell Check

Karthik Kannan 2008-03-14 02:11 PM EST ISSUE :
Jerold Scovie was contacted on 3/12 with all relevant information.

View Audit Trail

Exit Back Submit

When Responding to SMRRs or DMRs via email your options are:

1. Agree that the issue is yours & submit 4 D or containment action using the 8D form
2. Decline giving reason for same. This could be a case where the issue was sent in error. Example: Tools no longer with you & has moved to another supplier.
3. Dispute, because you do not agree with the issue. Please give explanation for dispute

PS: You have to respond using the attached 8D form even if you disagree or dispute the SMRR or DMR.

SCB Email

The screenshot shows an email client interface with the following details:

- Sender:** Karthik Kannan-EXT@jci.com, 03/14/2008 02:37 PM
- To:** JCIBESupplierMaterialsManager@suppl...
- cc:** JCIBEMaterialsManager@jci.com, JCIBESupplierScheduler@jci.com
- Subject:** QA - JCI - Supplier Charge Back - Issues Created at JCI - Vanburen for JCIBESupplier - SANDUSKY-302463 relating to IRIS-DMR-08008335 - Action Needed: IRIS-SCB-08009963

Message Body:

JCIBE Supplier - SANDUSKY

This message is to inform you that a supplier charge back issue has been created and per the Johnson Controls Global Supplier Standards Manual (https://portal.covisint.com/pg_rtal_public) you are expected to acknowledge this Supplier charge back event by 03/18/2008. The JCI issue champion should have already contacted your company about this issue.

The response must include an RMA/SCB number that will be used as approval for this debit to your purchase order with a detailed response explaining why this debit is not being approved from your company.

Responses should be addressed to the Issue Champion e-mail

Below is the summary for the supplier charge back.

Supplier Charge back Number:	IRIS-SCB-08/09963
Program:	None
Related Issue ID:	IRIS-DMR-08008335
Additional Issue ID:	
Supplier Charge Back Issue Description:	Short shipment resulted in expedite shipments
Date Initiated:	03/14/2008 02:37 PM EST
Supplier Charge back Response Due Date:	03/18/2008
JCI Plant:	Vanburen
Issue Champion:	Karthik Kannan
Issue Champion Email:	Karthik.Kannan-EXT@jci.com
Supplier:	JCIBESupplier - SANDUSKY
Contact notified at Supplier:	Jerold Scovie
Supplier Contact Phone Number:	555
Recurring Charges:	No
Total Cost In Functional Currency:	300

Below is the supplier charge back details in a PDF file. You may also find related or additional attachments from the supplier charge back.

NOTE: This message and all attachments should be considered confidential and proprietary to Johnson Controls, Inc. and are intended only for the individual or company to whom addressed, and only for the purpose stated or intended. Any other viewing, copying, distribution or other use of this information is prohibited. If you received this message in error, please immediately notify the sender and then delete.

Alert automatically generated by IRIS - Issue Resolution Information System © Johnson Controls Inc.

Attachment: IRIS-SCB-08009963.pdf

Body of message

SCB in PDF format. Respond to everyone in this email when replying.

SCB Example

Johnson Controls - Chargeback				
Issue Header				
Chargeback ID : IRIS-BE-SCB-08010001	Initiated By : Vicente Olvera956 782-3155			
Date Initiated : 04-24-2008 12:00 AM EDT				
*JCI Originating Plant: Reynosa 1 - RC	Region, BU & CBU/PBU: North America, Symix			
Address :				
*Supplier Issue ID : IRIS-BE-SMRR-08020865				
Additional Issue IDs :				
Shift: First				
Person Notified at Supplier: Don Jo	Phone Number : 956 875 0001			
Title: Quality Manager	Date Notified: 2008-04-24			
Supplier Contact Details: Don Jo, ojcos bonitos Guapo, etc				
Issue Details				
Supplier : QUALITY FABRICATION INC - 4125520				
Supplier Address: 9631 IRONDALE AVE. CHATSWORTH, CA - 91311				
PO # : 4288345				
ChargeBack Description: Rework, to remover IC defective				
ChargeBack Start Date : 2008-04-24	ChargeBack End Date : 2008-04-24			
CB/RMA Reference Number :	Program Name : FX Family			
Picture Attachment:				
Additional Attachments:				
ChargeBack Line Items				
1. Admin Fee				
Line amount	Total Cost			
0	0			
2. Material Handler Labor Hours				
Operators	Hours	Total Hours	Cost (USD)	Total Cost (USD)
2	9	18	7	126
Comments	143 pieces reworked			
ChargeBack Summary				
Functional Currency	Debit Memo Currency	Total Chargeback Amount in Functional Currency		
USD	USD	126		

Supplier Details		
Chargeback Champion :	Vicente Olvera956 782-3155Vicente.Olvera@jci.com	
* External Supplier Contact Name :	* Title :	* Phone Number :
Don Jo	Quality Manager	956 875 0001
* Email (Example: name.surname@domain.com) :	jv@yahoo.com	
Supplier Response Due Date :	2008-04-30	
Purchasing Group / Group :	908	
Buyers associated with the selected Purchasing group		
Name	Phone Number	Email
Anil M.Bhat		Anil.M.Bhat@jci.com
John Hamilton		John.Hamilton@jci.com
Communication List		
Name	Phone Number	Email

Dos & Don'ts for SCB

- + Always respond to SCB (Chargebacks) in a timely manner. If you need to escalate this within your organization, it is your responsibility to do so when you receive the notification
- + Failure to respond to SCBs within the time frame stipulated in the email will result in escalation to JCI Purchasing Buyer group(s)

Issue Resolution Information System

Questions?