



# JAGUAR LAND ROVER MATERIAL PLANNING & LOGISTICS SUPPLIER OPERATING GUIDELINES

All Suppliers to all UK manufacturing plants

**Version 1**

# SUPPLIER DEVELOPMENT CONTACTS

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The objective of this manual is to define and standardise the approach and expectation for all Jaguar Land Rover suppliers across all aspects of Logistics and Supply Chain Management. It is designed to provide a “one stop” source of information, for both new and current suppliers, in their understanding and responsibilities when dealing with Jaguar Land Rover on issues relating to parts shipment and delivery.

The guidelines are effective from HTFB pre-production builds through to mass production.

Prototype builds and International JLR manufacturing plants are not in scope of these guidelines.

The key objectives for the Supplier Operating Guidelines are to:

- Provide clarity when understanding the Logistics and Supply Chain Standards for JLR
- Drive process adherence to standards to meet business deliverables.
- Act as a reference tool for new and current Suppliers to Jaguar Land Rover
- Act as a reference / training aid to both JLR & Supplier personnel from other departments.
- To form an integral part of a comprehensive Quality Operating System for Global MP&L.

### 1.1 SUPPLIER LOGISTICS AUDIT

To facilitate a smooth receiving process at all JLR UK plants and to validate all suppliers are adhering to the MP&L Supplier Operating Guidelines, all suppliers will be subject to a supplier Logistics Assessment.

Packaging Management						
Packaging Management				Packaging Management Audit Score		C
This element is looking for an established process that demonstrates that the supplier manages the packaging supply chain and ensures that there is no production disturbance to JLR due to a lack of packaging or parts quality issues.						
Category	Audit Question	Audit Requirement	Audit Score	Max Score	Gap	Corrective Action
CAT1	Is the packaging stock holding in line with the agreed VSM loop?	Provide evidence that you are aware of the packaging VSM, the VSM is regularly reviewed internally and with JLR. Provide evidence that stock holding is in line with the packaging VSM		10		
CAT2	Does the supplier have a management process in the instance of excess or container shortages?	Provide evidence of the process. What do you do in the case where you have a shortage or a surplus of containers.		10		
CAT2	Are all containers stored undercover?	View area where the packaging is stored.		10		
CAT2	Does the supplier have a process to manage emergency packaging, i.e procurement, customer communication?	Provide evidence of the process. What do you do in the case where you have a shortage? Who is your preferred supplier, how do you inform the supplier, what is the approval process?		10		
CAT2	Does the supplier have a pallet clearing process?	Provide evidence of the process.		10		
CAT2	Does the supplier have a process to manage damaged pallets/containers?	Provide evidence of the process. Who do you contact if you have a damaged container? How do you identify it? How does it get returned to JLR?		10		
CAT1	Is the packaging internal damage secured when shipped, is it in line with JLR's Supplier Operating Guidelines?	Go and view shipments. Refer to JLR Supplier Operating Guidelines.		10		
			Total Points	0	10	
			Score Percentage	0%	100%	

AUDIT SCORING SYSTEM			SPEEDY POINTS DEDUCTION (MONTHLY)
91-100%	A	Leader in Supply Chain Management, No risk of disruption to JLR	0
71-90%	B	Supply Chain fundamentals demonstrated, improvement required. Potential risk of disruption to JLR	5
0-70%	C	Deficient in key areas of the Supply Chain Process Significant areas identified for improvement. High risk of disruption at JLR	10

The JLR MP&L Supplier Development Team will conduct the assessment at the suppliers manufacturing and/or shipping location, at least two weeks' notice will be given prior to the audit, where an extensive agenda will be provided. The assessment should take no longer than a day to complete, this will include a summary meeting to agree actions and next steps.

The audit will consist of a series of questions on key areas of the Supplier Operating Guidelines.

- Packaging
- Delivery
- Labelling
- EDI
- ASN's
- Emergency Contact Information
- SPEEDY
- MMOG/LE

For more information on the Supplier Logistics Audit, please see Appendix I, or email [suppdev@jaguarlandrover.com](mailto:suppdev@jaguarlandrover.com)



## 2. CURRENT PACKAGING

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This section explains the Current Packaging processes, responsibilities and expectations between Parts Suppliers, Leasing Suppliers and JLR. Current Packaging covers Solihull and Castle Bromwich, for leased packaging the team also covers Halewood. Current Packaging will take ownership from Job1 +90 and will manage the packaging for the life of the model including run out. EMC have a Container Analyst.

## 2.1 GENERAL PACKAGING INFORMATION

- The Global MP&L Strategy is defined as returnable packaging throughout the UK and European supplier base. No expendable will be accepted as production intent packaging unless proven by business case over returnable and leased contract containers in line with the Logistics Checklist (Appendix G).
- Expendable packaging is accepted for Rest of the World (ROW) suppliers.
- No special / bespoke pallets will be used except for UK supplier base unless otherwise agreed with JLR MP&L as per Logistics Checklist.
- No returnable vacuum formed trays will be accepted unless otherwise agreed with JLR MP&L
- All packaging specifications must consider ISO14001 requirements, including recycling. All materials used must be recyclable.
- The supplier must provide the EU1121 (Appendix A) which is part of the PSW process with all packaging data completed to JLR Program Management for signoff and approval by VP build – this will be handed over to Current Packaging and will be used for investigations for the life of the model.
- The supplier must pack containers as per the latest level of the EU1121 form from TT build onwards. Any changes after Job 1+90 must be agreed through the Current Packaging Team and a new EU1121 must be issued by the Supplier.
- JLR will provide packaging for a delivery loop and for the agreed VSM loop – NOT for WIP (unless agreed with the current packaging team), batch-building, stockpiling, 2nd / 3rd tier suppliers including directed sourced parts or for holiday shipments. Deviations from a delivery only packaging loop should be addressed in Commercial forums.
- The supplier must ensure that the packaging specification, including the design, structure and materials used for internal dunnage, maintains part quality at all times.
- Cleanliness is key for EMC Suppliers, please ensure all parts are packed in line with the EU1121 agreed with the EMC Packaging Engineer.
- Polystyrene is NOT allowed for internal dunnage solutions
- It is the suppliers' responsibility, to ensure the part arrives in a fit for purpose condition.
- Any expendable packaging necessary, including polythene bags and cardboard dunnage (cardboard must have no staples), should be identified and costed within the piece price.
- JLR is supported by their nominated LLP for Current Packaging (Appendix B). Any issues with packaging loops and returns will be investigated to identify root causes and actions implemented to resolve. The supplier is expected to work through issues with JLR and the nominated LLP.
- Production packaging must not be used for prototype VP builds, unless agreed with the current packaging team.

## 2.2 PACKAGING TYPE

There are three main categories of palletisation:

- Specials – bespoke pallets or boxes unique to a particular part
- Standards – Leased containers from JLR nominated partners and JLR owned metal BiW stillage's that can be used for many different parts.
- Expendable Packaging – Cardboard Boxes

## 2.3 SPECIAL PACKAGING

There are three main categories of palletisation:

- The quantity of containers procured by JLR will be agreed with the supplier based on delivery frequency, usage and pack density using a Value Stream Map framework to calculate. Once handed over to Current Packaging this information will be used to review issues within the pallet loop.
- Where a part is sourced outside the UK but the supplier has a UK Distribution Centre, JLR will procure sufficient returnable packaging to support the delivery cycle between the UK Distribution Centre and the JLR plant only.

## 2.4 STANDARD LEASED PACKAGING

JLR will provide detailed information regarding the range of standard containers available. There are two types: pallets (FXCs/MO975/K595 – managed by Gefco) and smaller hand-held boxes (KLTs managed by Chep).





## 2.5 GEFCO LEASED PALLETS

The supplier will place the order of Gefco pallets with Gefco. This is a pull basis according to the component schedules issued by JLR.

- The supplier will be able to keep the pallets in their facilities for 5 working days after the receipt without any charge (this cost is met by JLR).
- If the pallets are held for longer than the free hire period, then a charge will be levied on the supplier by Gefco.
- The supplier is required to sign an agreement with Gefco leasing supplier governing use of the pallets.
- The supplier is required to sign the MP&L Checklist (Appendix G) which will indicate the type of packaging for each sourcing part.
- The supplier will place their orders via the web system used by the Gefco.
- For more information regarding the ordering and delivering of the packaging, the costs and each party's responsibilities the supplier should refer to the terms of the agreement between them and Gefco.
- The Gefco leased packaging agreement is between the leasing supplier and the parts supplier.
- Please refer to General Packaging Information for details regarding dunnage.

## 2.6 KLT BOXES (JLR PALLET LEASING SUPPLIER)

- The supplier will place an order of KLT's with Chep. This is a pull system basis according to the component schedules issued by JLR.
- Issue fee is levied on the supplier by Chep but this is re-credited back when the boxes are shipped onto JLR (this Issue Fee cost is met by JLR). The charge effectively acts as a deposit and therefore the net effect does not cost the supplier.
- The supplier has 3 calendar days hire, at their premises (the 3 days hire cost is met by JLR).
- If the boxes are held for longer than the 3 day hire period, then a charge will be levied on the supplier by Chep. This is NOT recoverable in piece price and is the responsibility of the supplier.
- The supplier is required to sign an agreement with Chep governing use of the boxes.
- For more information regarding the ordering and delivering of the packaging, the costs and each party's responsibilities the supplier should refer to the terms of the agreement between them and Chep.
- The KLT leased packaging agreement is between the Chep and the parts supplier.
- The supplier must adhere to the Shipping Guidelines (Appendix C).
- Please refer to the General Packaging Information for details on dunnage.
- Pallet and lid cleaning is included within the Chep contract.

The supplier must agree by signing the MP&L Checklist to the appropriate packaging for the sourced parts.

### Non-Leased Packaging

- JLR have a pool of owned standard pallets (for example LRV6690, LRV6691, FHC293). These pallets will be used by various suppliers across all plants.

## 2.7 EXPENDABLE PACKAGING

Suppliers may not use expendable packaging (i.e. Cardboard) without the prior agreement of JLR MP&L. Any use of cardboard for emergency supply must be advised to JLR MP&L Current Packaging and the supply chain analyst– costs for cardboard associated with lack of supply from leased packaging suppliers must be levied at the nominated supplier. Parts supply must be protected and any deviation from the correct agreed packaging type should be advised to the Current Packaging Team to allow review of issue without interrupting supply of parts.

Where expendable packaging is to be used, it should be of standard size as a general rule in line with standard KLT and FLC dimensions. This will allow the expendable packaging to be located trackside without the need for a decant operation. Expandable packaging should not be used for BIW parts without prior agreement with the Current Packaging Team.

Packaging issues should be raised to Current Packaging team (Appendix B).



## **2.8 CLEANING – SPECIAL PALLETS**

The supplier is responsible for the cleanliness of all containers. The containers should be maintained in a good condition and clean so that there is no risk of damage to the parts or any risk of contamination of the work place. This will require the cleaning of both the internal and external surfaces of the container.

For more information regarding the cleaning of the containers please refer to the Generic Cleaning Guidelines (Appendix D)

Suppliers must clearly state in the MP&L Checklist that they will be following the procedure and be responsible to keep the containers in a good condition.

## **2.9 PALLET MAINTENANCE AND REPAIR**

All empty containers must be stored securely and under cover at the supplier's premises. Where it is evident that damage / contamination has been caused by misuse of containers by a supplier, they would be expected to bear the cost of repair / replacement as appropriate.

If the container is damaged in such a way that the part will not fit in the container / the container will not function, then this is classed as damage and there is a separate process to be followed for this. For JLR owned containers the container needs to have a specific label attached to it and sent back to the JLR plant responsible for repair without allowing damaged pallets to build up on the supplier site. Leased FXCs and KLTs must be returned to the relevant JLR leased packaging supplier. For Supplier owned pallets, maintenance and repair is with supplier. Do NOT ship parts into JLR using a damaged container.

To obtain damage repair tags (Appendix E) and return support for JLR owned pallets that are damaged please contact Pallet Repair (Appendix B).





The base assumption for all suppliers is that MP&L will use a nominated LLP for all collections of material bound for JLR plants on an FCA (Incoterms 2000) basis - This is for all shipping regions: UK, Europe and ROW. Except where a business case proves supplier delivered is more cost effective.

Where material is required to be delivered to plant and/or to point of fit (where defined as part of the inbound material flow strategy e.g. Full Service Suppliers (FSS) and for supplier sequenced parts) supplier costs are required.

JLR require all suppliers' opening hours for loading and despatch support 24 hour opening, or in line with JLR's manufacturing shift patterns. Where this assumption is not possible please contact your Global MP&L Engineer for advice. Supplier opening hours must be clearly defined on the MP&L checklist.

Both manufacturing and shipping locations should be clearly identified on the JLR MP&L checklist, with a detailed explanation where the final shipping location is different to the manufacturing location, all shipping locations' needs to include correct GSDB code.

JLR require all suppliers to have the facility to load/unload shipments in a covered area.

All suppliers must have a contingency process for all JLR holiday periods where the supplier and JLR holidays are not aligned. JLR Inbound freight may alter collection patterns away from normal ship frequencies (including Double collections) around JLR shut down periods, suppliers must ensure that they are able to support these changes and pull forwards in the schedule, or will be liable for any premium freight that may result.

Suppliers must adhere their turnaround times as agreed with DHL transport planning. For any parts that are not shipped on the planned collection vehicle, the supplier will be responsible for shipping parts on their own transport'.

Suppliers need to ensure they load the parts for specific delivery deck onto the correct trailer.

Suppliers need to notify JLR R&FU & DHL Vendor Management Team (Contacts found in 3.2 LLP Vendor Management Contacts) of any nothing-to-collect (NTC) in advance of the vehicle arriving so that the vehicle can be cancelled.

Where applicable suppliers need to ensure they spread the day's delivery requirement over the day's multiple collections

### 3.1 LLP REQUIREMENTS

- Loading/Unloading - all LLP vehicles are side loaded/unloaded
- The supplier is responsible for loading the material safely and efficiently. The supplier must utilise all available space on the vehicle i.e. to the roof of the trailer. Supplier must also be aware that the collection vehicle may go on to another supplier after so the load must be efficiently stacked - not along the bed of the trailer in one layer.
- The supplier must ensure where possible that all pallet/container labels are facing outward when loaded on the vehicle.
- The LLP will send out a vendor survey annually to all suppliers – Please see appendix F
- The LLP provide vehicle capacity to suppliers based on JLR production at a point in time. Vehicle capacity and collection plans will vary on occasions dependent on JLR production, new model intros etc.
- JLR production is a time critical operation so suppliers need to adhere to agreed collection times
- JLR or the LLP are not responsible for collecting parts in arrears, where JLR is responsible for a schedule increase these will be collected. It is the suppliers responsibility for arranging shipment of arrears into JLR, and this must be done in agreement with your R&FU analyst. Where the supplier is shipping parts in arrears, the delivery must be arranged with the R&FU or Supply Chain analyst.

### 3.2 LLP VENDOR MANAGEMENT CONTACTS

LLP VENDOR MANAGEMENT CONTACTS			
Generic Telephone Number		= 44 (0) 1675 477 120	
<b>Please advise your supplier code(s) and packaging code as subject of your email</b>			
Supplier Site Codes	Contact	Phone Number	e-Mail
All	Tanya Cox		<a href="mailto:Tanya.cox@dhl.com">Tanya.cox@dhl.com</a>
All	Cheryl Lamb		<a href="mailto:Cheryl.lamb@dhl.com">Cheryl.lamb@dhl.com</a>
All	Chloe White		<a href="mailto:Chloe.white@dhl.com">Chloe.white@dhl.com</a>





The Odette label is the JLR standard to accurately identify all parts via bar coding and to relate the physical arrival of parts back to the previously received ASN message.

All suppliers must conform to the industry standard Odette label.

The data on the label must be complete and accurate. The supplier must ensure that every pallet/container is labelled and the information on the label is correct. Bar code must be clearly printed and readable with bar code scanner

Part records: Part Number, Details and Shipping Quantity (Number of boxes and number of parts).

Container records: Container codes

General Info: Shipping Location, JLR Plant Code, Supplier Code, Shipping Date

Below is an example of a Transport Label A5 size.

#### 4.1 ODETTE V1.4.1 STANDARD LABEL

Label size should be A5 (21x14.8cm) for KLT 4329 and 6429.

- Labels should be printed on a minimum of 160gsm paper.
- Self-adhesive labels are not acceptable.

(1) Ship-to party <b>Jaguar Land Rover Limited SOLIHULL – WEST MIDLANS B</b>		(2) Unloading point-Stock location-Usage key <b>G4</b>	
(3) Documentation No. (CN) <b>24298737</b> 		(4) Supplier address <b>SAFE BAG - Ponte de Lima /</b>	
(6) Customer reference No. (P) <b>EH22 042B63AA8YPW</b> 		(5) Net weight <b>169</b>	(6) Gross weight <b>234</b>
(9) Pallet quantity (Q) <b>120</b> 		(10) Delivery name <b>DAB L319 MY14 (NEW EMBLEM D</b>	
(12) Supplier No. (V) <b>C79MF</b> 		(11) Supplier Part No. (005) <b>34178629A</b> 	
(16) Package No. (S) <b>92845980</b>		(13) Date <b>P150717</b>	(14) Change status (C) <b></b>
		(15) Batch No. (H) <b>B3500125</b>	

- The label size should be 21x7.4cm, it can be made up of the current 21x14.8cm folded or cut in half for KLT 4315, 6415 and 3215.
- Labels should be printed on a minimum of 160gsm paper

<b>Suppliers area, fold over or cut off for shipment.</b>			
QTY (Q) <b>56</b> EA	STR LOC 1 <b>2D33B75A-1</b>	EF452641 LINE FEED LOC 2 <b>J11-232-4C</b>	WT201
PART NO. (P) <b>3S4X-A045A74-AAZUYI</b>	MADE IN <b></b>	DATE <b>11NOV200</b>	ENG ALERT <b>DPB1023A</b>
SERIAL NO (S) <b>0AAC2195</b>	SUPP (V) <b>PP03B</b>	CONTAINER <b>SK32 C630L</b>	GROSS WGT <b>440</b> LB
		DOCK CODE <b>WD</b>	CUST <b>AP16A</b>



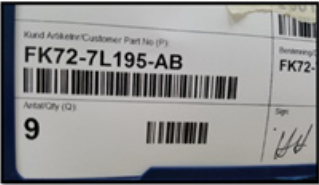
## 4.2 LABELLING ERROR MODES

The following label error modes must be avoided at all costs.

**Label Issues =**


- incorrect data
- incorrect positioning
- incorrect barcode style & font
- every KLT not labelled

**-Barcode Errors**




**-Loose Labels**

- thin paper
- not being taped




**-Additional Labels Stuck to KLT's**

- suppliers internal labels
- alert labels



**-Printer Issues**

- unreadable barcodes



These error modes result in manual intervention and KLT rejection



## 5. COMMUNICATIONS – EDI

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## 5.1: THE REQUIREMENT

All suppliers must adopt an Electronic Data Interface (EDI) solution, this is a mandatory requirement of operating with JLR. If the supplier doesn't have an EDI solution, the Materials Management Operational Guidelines Logistics Evaluation (MMOG/LE) automatically becomes a "C" Rating which will put your JLRQ at risk. For more information on JLRQ, please refer to chapter 16.

## 5.2: GETTING STARTED ON EDI

JLR does not provide EDI solutions to the suppliers, but the suppliers are responsible for their own EDI software. Suppliers must adopt an EDI solution that is suitable for their business processes but it must also be in alignment with the Global MMOG/LE requirements, as compliance to the standard is required. For more information on MMOG/LE, please refer to chapter 15.

Suppliers must process the JLR EDI data automatically with no manual intervention.

Therefore suppliers need an EDI solution that allows import and export of the EDI data to other applications (MRP/ERP-System). It is compulsory that all suppliers are 100% EDI capable to enable them to receive schedules, and generate Advanced Shipment Notification (ASN) for supply of goods.

The supplier is completely responsible for the selection, implementation and operation of the EDI solution on their side.

JLR has chosen GXS (external service provider) to manage EDI on its behalf.

All connections will be made between GXS and the supplier; connections directly to JLR systems are not permitted. Suppliers can connect directly to the Managed Service side of GXS systems without incurring any data volume costs.

It is the supplier's responsibility to provide the necessary physical connection e.g. Integrated Services for Digital Network (ISDN), European Network Exchange (ENX), ANX etc. to GXS. Should a Value Added Network (VAN) service be used, then it is at the suppliers own expense. It is also the supplier's responsibility to obtain and/or develop any software and systems, that will allow them to exchange, view, manage and create JLR EDI messages.

Jaguar & Land Rover only defines an EDI Interface based on industry standards, which all JLR suppliers have to comply with. JLR accepts the most common EDI standards being VDA, Electronic Data Interchange for Administration, Commerce and Transport (EDIFACT) and American National Standards Institute (ANSI).

## 5.3 HINTS FOR FINDING EDI SOLUTION PROVIDERS

Jaguar & Land Rover is not enforcing nor recommending a specific EDI solution. There are dozens of software companies worldwide that do provide solutions. Please see below some hints for finding an EDI solution provider:

- Ask your regular software providers for EDI-software
- Ask your national Automotive Industry Association (e.g. Society of Motor Manufacturers & Traders (SMMT) in the UK, VDA in Germany, ODETTE in France and Spain)
- Search on the web

## 5.4: NETWORK

Should a supplier want to establish a new EDI connection with JLR, they need to request it to their nominated JLR buyer. The JLR buyer will then raise an internal request to initiate the EDI set up on JLR side. Once the EDI set up is finished on JLR side, the supplier will be then contacted by GXS (JLR EDI provider) to finalise the connection



## 6. SCHEDULE INFORMATION

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There are three types of schedule communication, all of which are sent out via EDI.

All schedule demand must be adhered to and delivered/shipped in line with the required date and required quantity. The Daily Call In schedule must be reviewed on a daily basis, as this is likely to change due to changes in JLR production. The Planning Release must be reviewed on a weekly basis minimum, also be aware that amendments can be sent out, if there are planned changes to JLR Production.

Where parts are under the Alert Process, the parts should be labelled as the part number that has been advised on schedule.

Should the supplier have a problem shipping in line with the DCI, you must contact your R&FU/Supply Chain analyst ASAP. Failure to ship in line with DCI, will result in SPEEDY points being deducted and will put your JLRQ at risk. For more information on SPEEDY, please refer to chapter 13.

### 6.1 DAILY CALL IN (862 RELEASE/SHIPPING SCHEDULE)

This provides fourteen days of schedule demand in daily requirements. This is updated and sent out on a daily basis.

Example of EDDL Daily Call in

**Supplier Release**

INQUIRY SUCCESSFUL - NOTE: DATA IS FROZEN AT TIME RELEASE IS GENERATED

Supplier:  Part:  Plant: EQNXA

Release: 862 830 Program Number/Start Date: 824-41 24/08/2015

Date	Time Window	% Business Change	Release Adjustment	Quantity	Cum	Part Attribute Details
PRIOR				0	3554	Part Desc:
24/08/2015				20	3585	Supplier:
25/08/2015				35	3620	Ship Frequency:
26/08/2015				35	3655	Issue Date: 24/08/2015
27/08/2015				34	3689	%Business: 100
28/08/2015				10	3699	R/F/G Anal Code: S02 S02
29/08/2015				0	3699	Ship/Det: D
30/08/2015				0	3699	Tran Days/Sr: 1.1
31/08/2015				31	3730	862 Code: D
01/09/2015				31	3761	Pack Qty: 1
02/09/2015				26	3787	Sat/Sun Move: N/N
03/09/2015				24	3811	Supp Ptrn:
04/09/2015				11	3822	PO Number: RG3336
05/09/2015				0	3822	Spot Buy:
06/09/2015				0	3822	Last Number: 00000061819
						Last Date: 21/08/2015
						Release Type: A
						Last Qty: 15
						Cum Receipts+IT: 3565 N
						Release Anat: JONES, RICKY (R.S.)
						Rel Anl Phone: 0121 3475896
						Buyer Name/Phone#:
						CONNIE PALFREYMAN 87310745
						Ship To: Bill To: EQNXA

### 6.2 PLANNING RELEASES (830 RELEASE/PLANNING SCHEDULE)

This provides twenty six weeks of schedule demand in weekly requirements. This is updated and sent out on a weekly basis, amendments may also be sent out as and when required.

Example of EDDL Planning Release

INQUIRY SUCCESSFUL - NOTE: DATA IS FROZEN AT TIME RELEASE IS GENERATED

Supplier: ETTMA Part: CK52- 03670-AB Plant: EQNXA

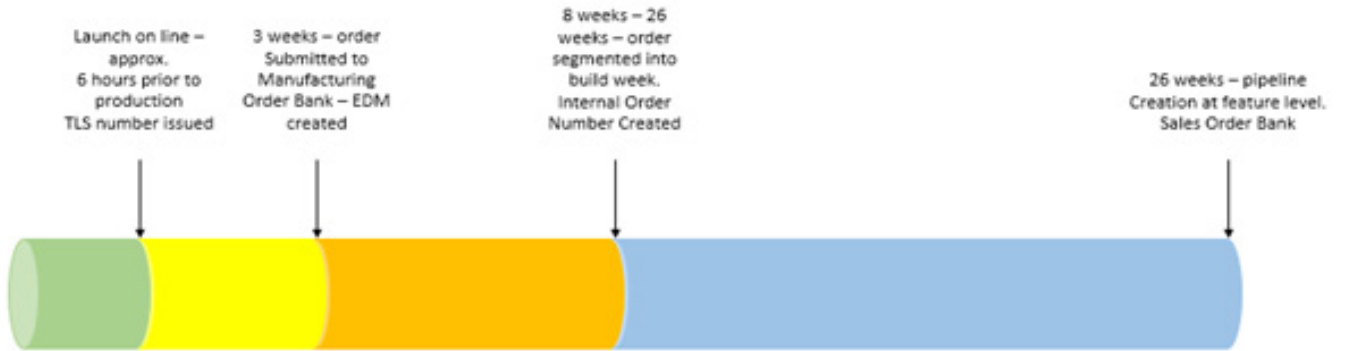
Release: 862 830 Program Number/Start Date: 824-4 24/08/2015

Date	Time Window	% Business Change	Release Adjustment	Quantity	Cum	Part Attribute Details
PRIOR				0	3555	Part Desc:
24/08/2015				134	3699	Supplier: I
31/08/2015				123	3822	Ship Frequency:
07/09/2015				132	3954	Issue Date: 22/08/2015
14/09/2015				139	4093	%Business: 100
21/09/2015				180	4273	R/F/G Anal Code: S02 S02
28/09/2015				137	4410	Ship/Det: D
05/10/2015				127	4537	Tran Days/Sr: 1.1
12/10/2015				167	4704	862 Code: D
19/10/2015				161	4865	Pack Qty: 1
26/10/2015				157	5022	Sat/Sun Move: N/N
02/11/2015				687	5709	Supp Ptrn:
30/11/2015				544	6253	Carr Ptrn:
04/01/2016				526	6779	PO Number: RG3336
01/02/2016				408	7187	Spot Buy:
						Last Number: 00000061819
						Last Date: 21/08/2015
						Release Type: A
						Last Qty: 15
						Cum Receipts+IT: 3565 N
						Release Anat: JONES, RICKY (R.S.)
						Rel Anl Phone: 0121 3475896
						Buyer Name/Phone#:
						CONNIE PALFREYMAN 87310745
						Ship To: Bill To: EQNXA



### 6.3 EDM (SEQUENCE SUPPLIERS ONLY)

This is build information that is sent out to all sequence suppliers, this provides information on what vehicles JLR will be building over the next 10 days, the EDM window may differ depending on the JLR plant. It is broken down by vehicle I/O number and build date. Once the vehicle has been launched to the production line, it will be given a TLS (Target Launch Sequence) number, this will be sent as a separate sequence message.





## 7. ADVANCED SHIPPING NOTICE (ASN)

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All shipments made to all JLR manufacturing plants must be accompanied with an electronic ASN, failure to comply will result in SPEEDY points being deducted.

The ASN must be sent within 15 minutes of the vehicle leaving the suppliers premises, the ASN must arrive at the JLR receiving plant prior to the delivery vehicle. Failure to transmit ASN's or late transmittal of ASN's causes inbound visibility problems to the receiving plant. This leads to DCI instability and possible demerits against vendor performance ratings

### 7.1 ASN REQUIREMENTS

- ASN's should not be posted until the parts are physically on the vehicle.
- ASN's should not be posted before the vehicle arrives at the collection point.
- Separate ASN's must be raised for each receiving location/deck.
- ASN's to be posted prior to the vehicle arriving at the JLR receiving location.
- ASN CONVEYANCE CODE MUST REFER TO THE COLLECTING VEHICLE ID I.E. TRAILER NUMBER?

### 7.2 CONVEYANCE CODE

Please ensure that you put the Trailer Plate number of the collection vehicle in to the conveyance field when raising an ASN. Please see below picture.



This will allow Jaguar Land Rover to identify what parts are loaded on to what trailer and as such, we will be able to prioritise the urgent trailers to ensure that Jaguar Land Rover's production is protected.

### 7.3 WHAT SHOULD BE ADVISED ON AN ASN?

- Ship from (GSDB) Code
- Ship to Code (JLR Plant)
- Ship Date
- ASN Number 11 digit number i.e. 00000000001
- Packaging Slip Number Maximum 11 digit
- Conveyance Code
- Part Number
- Number of Parts
- YTD CUM Shipped
- Container Number
- Number of Parts per Container
- Number of Containers
- Gross Weight
- Net Weight



## 7.4 CONTAINER ASN

All container details must be part of the ASN, any missing information creates problems in the receiving process, resulting in all deliveries having to be 100% physically checked.

Failure to comply will result in SPEEDY points being deducted.

What container information should be advised on an ASN?

- Total quantity of parts shipped
- Quantity of containers per part/Container Type, this includes Cardboard types.
- Quantity of Lids/Lid Type
- Quantity of Bases/Base Type
- You must provide an individual Packing slip number for each part number including containers, see example below
- All container details must be populated, any missing details will result in SPEEDY points being deducted.

Individual Packing slip for each part number, this includes the container.

A	Qty	D	Ship	Packing	Supp	Err	R/B
C PART NUMBER	Shipped	T	Date	Slip	Code	Sta	Sta
DPLA- 7000-CC	18		06/08/15	63930440	R9AJD		R
- ZF573439-	3		06/08/15	63930440	R9AJD		R
DPLA- 7000-EC	12		06/08/15	63930441	R9AJD		R
- ZF573439-	2		06/08/15	63930441	R9AJD		R
FPLA- 7000-AB	24		06/08/15	63930442	R9AJD		R
- ZF573439-	4		06/08/15	63930442	R9AJD		R
FPLA- 7000-BA	12		06/08/15	63930443	R9AJD		R
- ZF573439-	2		06/08/15	63930443	R9AJD		R
GX73- 7000-CB	12		06/08/15	63930444	R9AJD		R
- ZF573439-	2		06/08/15	63930444	R9AJD		R
GX73- 7000-AB	24		06/08/15	63930445	R9AJD		R
- ZF573439-	4		06/08/15	63930445	R9AJD		R

Part Number

Container Number







To ensure a smooth receiving process, supplier's paperwork must have the following information present on all delivery notes.

- Customer
- ASN/Packing Slip Number
- Delivery Address (Including delivery deck)
- Vendor Name & GSDB Code
- Vendor Address
- Dispatch Date
- Part Number & Quantity
- Major Packaging Type
- Major Packaging Quantity
- Gross Weight

In the instance of any booking in queries, please see the table below for information of who should be contacted and time frames.

<b>PERIOD</b>	<b>CONTACT</b>
0-3 Months	LLP Vendor Management Contacts
3-16 Months	R&FU/Supply Chain Analyst
16 Months >	JLR Purchasing/Buyer





JLR sequence supplier activity is broken down into two main types:

- Build To Sequence (BTS). Build to sequence is when the supplier manufactures or assembles the product in line with JLR's physical build sequence. These are traditionally high bulk and high complexity commodities.
- Pick To Sequence (PTS). Pick to sequence is when the supplier picks product from storage that has already been manufactured or assembled. These are traditionally high complexity, low bulk products.

There is also a third category called Point of Fit Supply (POF). Point of Fit supply refers to all parts that are either built OR picked to sequence in line with the JLR build sequence but are supplied direct to the fit-point within the JLR facility, by the supplier.

Suppliers that are building or picking to sequence must be able to prove that their total process time supports the target sequence broadcast visibility horizon for the agreed production batch size that they ship.

Each JLR plant will operate to a target sequence broadcast visibility horizon, these may vary from Plant to Plant dependent upon painted body storage capacity and production line rates. The broadcast horizon starts once the vehicle has been launched to the production line. At this point it will be given a TLS (Target Launch Sequence) number, this will be sent as a separate sequence message to the supplier. The supplier is expected to have a business continuity plan in place in the event that the target broadcast horizon is reduced.

### 9.1 PRE-PRODUCTION BUILD PHASES

All Plant build phases must be supported through the production intent sequencing process, the earliest plant build could be HTFB. The Target Launch Sequence message (TLS) must be used to sequence parts into Plant. A build matrix must not be used to pre-build product and supply sequence parts.

The table below highlights the general Freight and Packaging strategies for the above three options.

SEQUENCE TYPE	TRANSPORT TO PLANT	ON-CONSIGNMENT	PAYMENT POINT	INCOTERM	BTS PACKAGING OWNER	PACKAGING DEVELOPER
BTS	Supplier	No	Vehicle Off line	DDU	JLR or Supplier	JLR or Supplier
PTS	Supplier	No	Vehicle Off line	DDU	JLR or Supplier	JLR or Supplier
POF	Supplier	No	Vehicle Off line	DDU	Supplier	Supplier

### 9.2 SEQUENCE PAYMENT TERMS

All sequenced suppliers are required to be on Pay-on-Production (PoP) payment terms (See the Payment Terms Web Guide).

Our strategic intent is for all sequenced suppliers to be on PoP terms. In circumstances where a supplier ships both sequenced and non-sequenced material a GSDB code for sequenced parts will be exclusively applied.





There are instances when JLR will direct source Tier 2 components. The decision to direct source Tier 2 components are strategic and integral to an overall JLR Purchasing and Product Development commodity strategy.

In instances where Multi-Party Supply Chains exist the following guidelines will apply:  
Tier 1 Supplier responsibilities.

The Tier 1 Assembly Supplier has complete responsibility for managing Directed Tier 2 Components. This will include the scheduling of material, management of Tier 2 schedule adherence, management of Tier 2 delivery performance, control of Tier 2 inventory.

DSS Tier 2 responsibilities.

The DSS Tier 2 Supplier must use schedules provided by the Tier 1 Assembly supplier for procurement, production planning and delivery.

Schedules provided by JLR to Directed Sources Suppliers are for guidance only and should not be used for production and delivery purposes.

JLR will not provide packaging for Directed Sourced parts.

JLR will not provide transport via Collection Service for Directed Source parts.

JLR do not need either an MP&L Checklist or EU1121 for directed source parts.





Jaguar Land Rover provides access to some of its IT applications for external supplier organisations through the Jaguar Land Rover supplier portal which is hosted by Covisint, such as

- 3270 Access
- Accounting Information (BI)
- Analytical Warranty System (AWS)
- Automated Issues Management (AIM)
- C3P NG Supplier Community Web Site
- e-Payables (EPAY)
- e-Payables (EPAY) / Europe
- eDDL (Electronic Direct Data Link)
- eFDVS
- Electronic Capacity Analysis Report (eCAR)
- electronic Raw Material Acquisition (eRMA)
- eRooms at JLR
- GPIRS DDL
- IPCA e1291 Supplier Submission Portal
- Jaguar Land Rover Content Management
- JLR Exchange DB UAT
- Lisa Mole - test
- Manufacturing Site Assessment
- Master Part Number Registry (MPNR)
- PAWS - Prioritised Analytical Warranty System
- PT Cal exchange DB
- Purchase Order Information (SUS)
- RMDV
- Secure File Exchange
- Self Service Administrator
- Supplier Improvement Metrics (SIM) - JLR
- Supplier Performance on European Delivery (SPEEDY)
- WebQuote - Purchase Order Documents
- WebQuote - RFQs and Quotes

In order to gain access to these applications supplier organisations have to go through a registration process for their organisation. Once that is complete individual users within the supplier organisation can then request their own access.

It is JLR policy that all users must have their own login and password, login and passwords must not have multiple users.

Registration for the portal is based around a supplier's GSDB code. If your organisation doesn't have a JLR GSDB code or you are not aware of it then contact the JLR Purchasing department through your usual route.



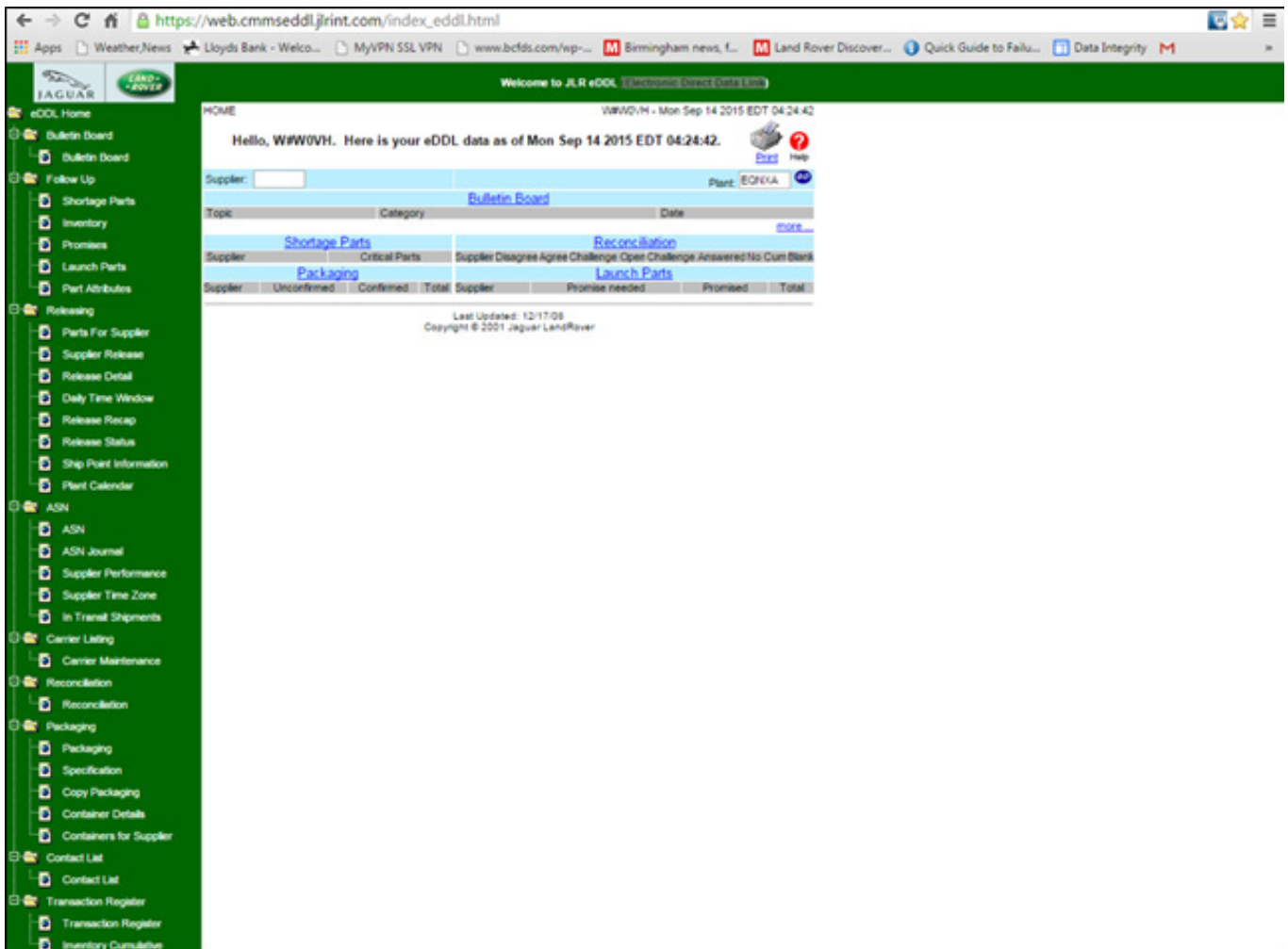




Electronic Direct Data Link (EDDL) is a web based version of CMMS, JLR's ERP system.

EDDL is where the following information can be found,

- CMMS Bulletin Board, this is where JLR will communicate any issues or changes to the supply base.
- Follow – up information, shortage reports, \*\*inventory (at JLR, by plant code)
- Release information, DCI & planning releases
- Packaging Information, allocated packaging, packaging maintenance
- Supplier contact Information – contact lists & maintenance |



\*\* Inventory (at JLR, by plant code), this should only be used as a guide, for confirmation of inventory at JLR, please contact your plant RF&U or Supply Chain Analyst.

The JLR build detail in EDDL should only be used as a guide and is subject to change, for confirmation of JLR build information, please contact your plant RF&U analyst.



## 13. SPEEDY

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SPEEDY is a web-based online application that distributes monthly Supplier Delivery Performance Rating(s) for European Production plants.

Suppliers can review all the Rating Elements that are part of their delivery performance on the “List Rating” screen in SPEEDY:

- Parts and Container ASN Performance
- EDI connection
- CMMS3 (e)DDL connection
- Logistics Self-Assessment (LSA) Performance (MMOG/LE)
- Premium Freight Performance
- Problem Reports raised by JLR analyst.

### 13.1 SPEEDY POINTS DEDUCTION

The six month weighted SPEEDY score counts towards your JLRQ score. SPEEDY points will be deducted for poor performance on both shipping and communication. A three month degradation of SPEEDY points could result in escalation through the Supplier Performance Escalation Process, please see chapter 14. Supplier Delivery Performance Escalation.

The SPEEDY system rates JLR suppliers every month on two main categories: Supplier Communication (CAT 1) and Shipping Performance (CAT 2). Only suppliers that have made deliveries into JLR in a particular month will have a SPEEDY score for that month. Each supplier starts off with a SPEEDY score of 100 points each month. Points can be deducted from each category as shown in the diagram below:

**Supplier Communication (CAT 1) 25 POINTS** (Starts at 100 points)

**Shipping Performance (CAT 2) 75 points** (Starts at 75 points)

**0 points** (End of scale)

**Supplier Communication - CAT 1 Deductions:**

- Inaccurate Part records on ASNs -> maximum deduction of 20 points. *Excludes POP suppliers.*
- Inaccurate Container records on electronic ASNs -> maximum deduction of 20 points. *Excludes POP suppliers.*
- Expired or none compliant MMOG/LE (Logistics Self-Assessment) -> maximum deduction of 25 points
- Problem Reports raised by JLR Analyst on CAT 1

\*\*\*\* The above subcategories combined would lead to a maximum of 25 point deduction \*\*\*\*

**Shipping Performance - CAT 2 Deductions:**

- Shipping Performance: number of Supplier charged Premium Freight actions vs total number of parts shipped during the given month -> maximum deduction of 20 points for a shipping performance lower than 90%
- Problem Reports raised by JLR Analyst on CAT 2 (supplier's shipping performance) -> up to 20 points can be deducted for each problem
- report depending on its severity

\*\*\*\* The above subcategories combined would lead to a maximum of 75 point deduction \*\*\*\*

**DISPUTES**

SPEEDY results for each month are available during the second week of the following month. The suppliers have then a two week window to raise a dispute and challenge any point deductions. Final results for each month (after reviewing disputes) are available at the end of the following month.

**ACCESS**

JLR suppliers can access the SPEEDY application through the JLR Covisint web portal. Link to Covisint: [https://jlr\\_portal.covisint.com/web/portal/home](https://jlr_portal.covisint.com/web/portal/home)

SPEEDY can be accessed internally via this link: [http://web\\_speedy.jlrint.com/speedy/](http://web_speedy.jlrint.com/speedy/)



### 13.2 SPEEDY DEDUCTION MATRIX

#### Supplier Communication

SUPPLIER COMMUNICATION PROBLEMS	TRIGGER	POINTS DEDUCTION
DCI Arrears / Over Ships	Manual	5
CUM Disagreements	Manual	5
Lack of Response / Communication	Manual	5
Maintenance of Systems Contact Data	Manual	5
Packaging Compliance	Manual	5
Caused Production Risk	Manual	15
Volume Loss / Misfits	Manual	20
No Reaction to Problem Reports	Manual	10
Incorrect ASN	Automatic	20
Late MMOG / LE Submission	Automatic	25

#### Supplier Shipping Performance

SUPPLIER COMMUNICATION PROBLEMS	TRIGGER	POINTS DEDUCTION
Lack of Response / communication	Manual	5
Delay / Insufficient implementation of action plan	Manual	20
Delivery not according to ship frequency	Manual	5
Reaction to problems	Manual	5
Supplier caused off-line	Manual	20
Supplier caused production-loss	Manual	20
Cum Disagreement	Manual	5
Over shipment	Manual	5
Shipping discrepancies	Manual	5
Packaging compliance	Manual	5
Supply caused constraints / production risk	Manual	15
Window time adherence	Manual	5
Maintenance of CMMS3 or SPEEDY contact data	Manual	5
Shortage answering	Manual	5
Behind schedule to release	Manual	5
Documentation / Labelling	Manual	5
SDP only: Retardation of eDDL Process	Manual	10
No reaction to Prob Rep / Supplier Letter	Manual	10
SMRT Alert 1-insufficient support of SMRT process	Manual	10
SMRT Alert 2-reluctance to support SMRT process	Manual	15
SMRT Concern-cont.non-support of SMRT process	Manual	20
SDP only: VISTEON PFR Point Deduction	Manual	7
Obsolescence Overshipment	Manual	5
Manual Premium Freight Point Deduction	Automatic	20



### 13.3 ASN FAILURE

The “ASN Preview” screen in SPEEDY shows current ASN failure information, it also shows Problem Reports raised in the current month, which might affect your next month’s Rating.

We expect you to review and, if appropriate, update your Company’s contacts and address information by clicking on the “Supplier Contact Address” link in SPEEDY.

The data shown in the SPEEDY application applies to all Jaguar & Land Rover plants. SPEEDY supports supplier’s internal analysis by providing detailed information regarding their Delivery Performance Rating(s).

Suppliers are able to identify which packing slips were involved with manual part receipts, which ASNs were originated by a Consolidator instead of the supplier themselves or which electronic ASNs did not contain complete or correct Container Information. All these items get rated as part of Supplier Communication Category (Category I).

Should any Premium Freights and/or Problem reports be raised against your supplier code on a particular month, they would be visible in SPEEDY within Shipping Performance Category (Category II) the information displayed in SPEEDY includes the originator of the Premium Freight or Problem Report, date it was raised, part number(s) affected, description and deduction.

The monthly Rating will be published at the beginning of each month as announced on the SPEEDY Welcome Screen (first page when you log on to SPEEDY). All Suppliers should access the SPEEDY application on a monthly basis to drive for continuous improvement of their monthly Delivery Performance, as this is the key metric for Supplier evaluation within JLR

### 13.4 HOW TO REQUEST RACF-ID OR PASSWORD RESET TO ACCESS

CMMS3 - (e)DDL

The aim of this section is to advise suppliers to Jaguar & Land Rover Production Plants how to request a new RACF-ID that would grant access to European Production DDL (IMS7-CMMS3) or (e)DDL. This section also explains the process for password reset should an existing RACF-ID has been revoked. Please notice that passwords for DDL (IMS7-CMMS3) or (e)DDL expired 45 days since they were last reset unless they are changed earlier by the user.

Before requesting a RACF-ID, new users should make sure they are registered users in the JLR Supplier Portal hosted by Covisint (<https://jlr.portal.covisint.com/web/portal/home>)

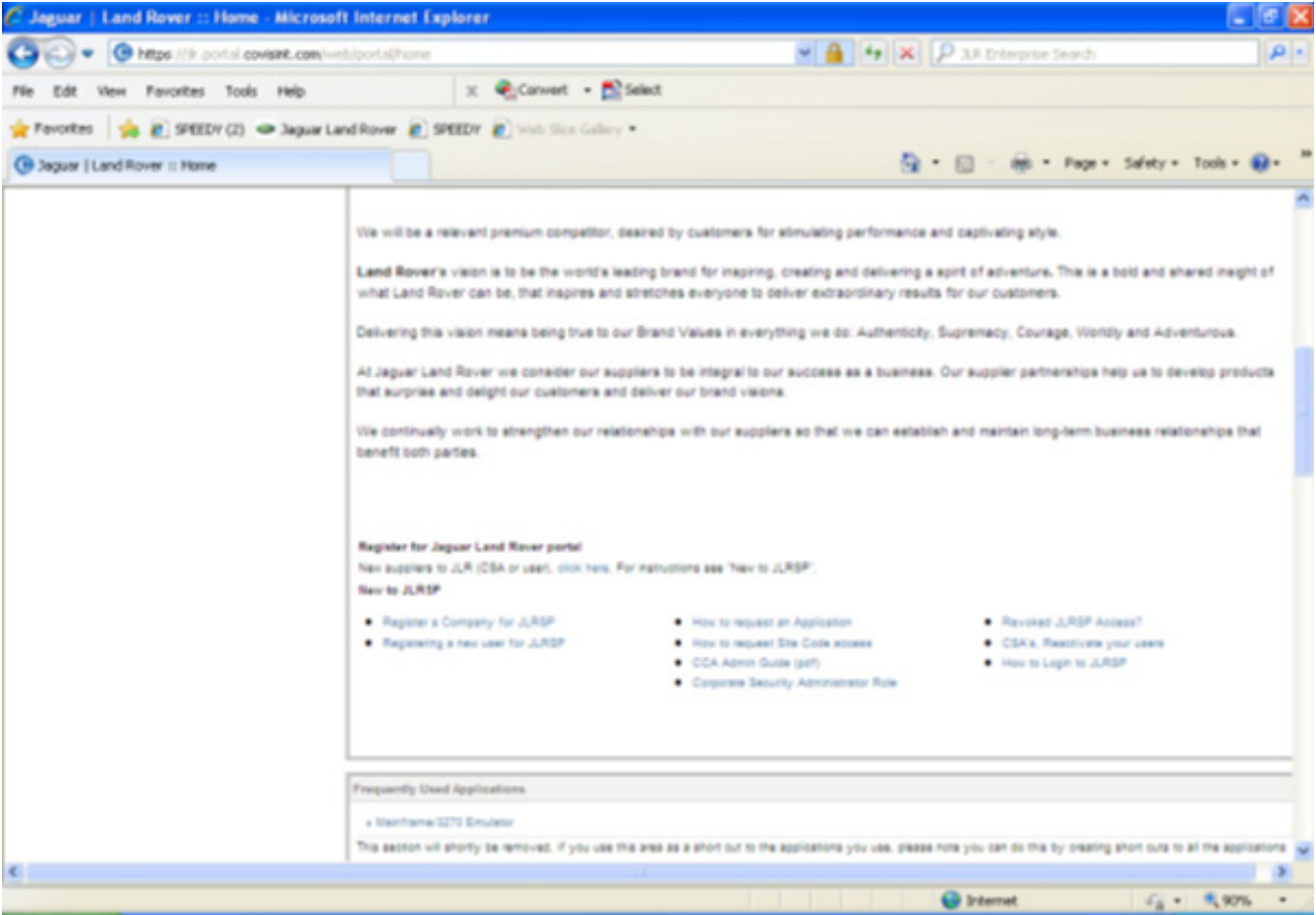
Please follow the appropriate option below depending on the nature of your request and refer to the respective contact mentioned. Your e-mail request must by contain your supplier code.

1. Request of new RACF-ID: [jlrcmms3@jaguarlandrover.com](mailto:jlrcmms3@jaguarlandrover.com)
2. Request for adding new supplier site codes to current access profile:
3. [jlrcmms3@jaguarlandrover.com](mailto:jlrcmms3@jaguarlandrover.com)
4. Request for password reset due to password being expired/revoked.
5. Via email to [jlrcmms3@jaguarlandrover.com](mailto:jlrcmms3@jaguarlandrover.com) Please make sure you
6. Include your RACF-ID on the email.
7. Via telephone call to JLR Helpdesk (+44(0)1217 009933). Please make sure you quote your RACF-ID when you log the incidence.

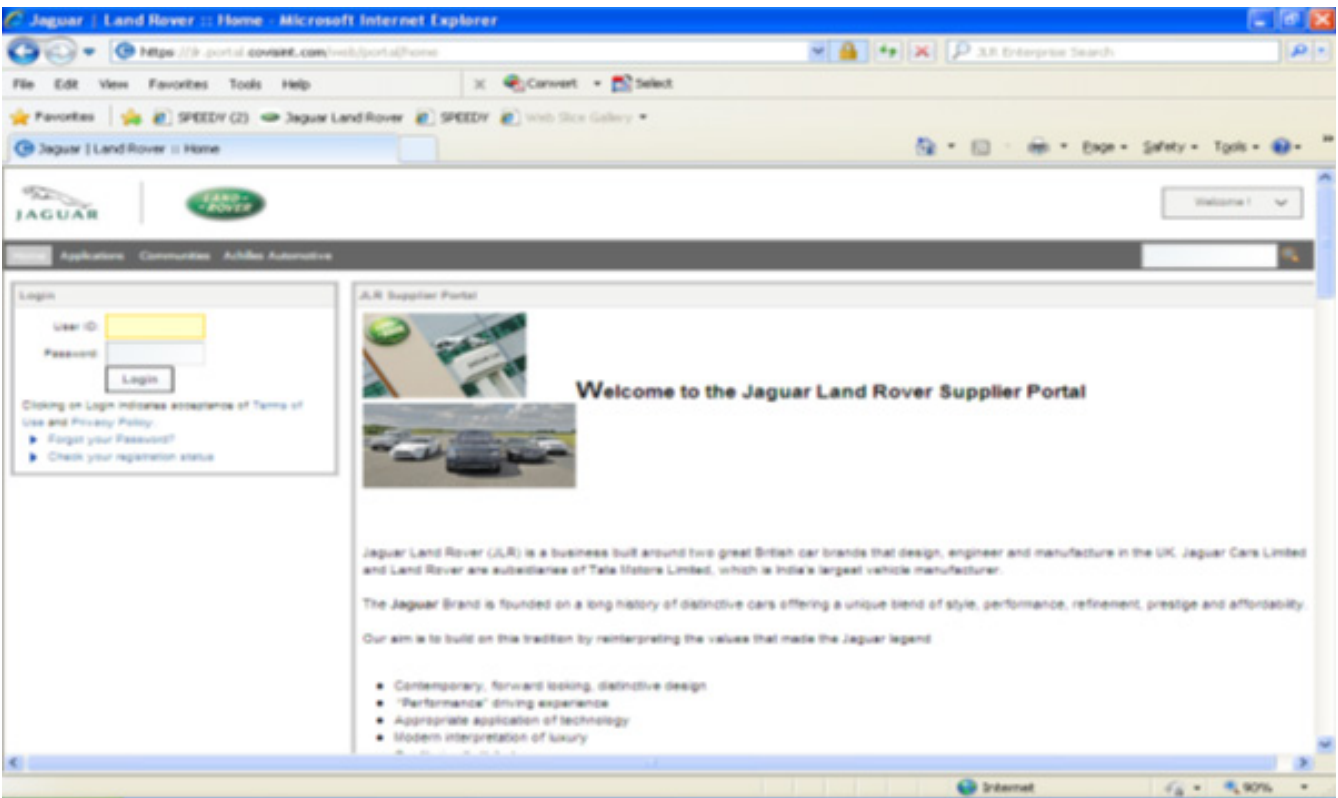
### 13.5 HOW TO GET ACCESS TO SPEEDY

The SPEEDY application is available to external suppliers through the JLR Supplier Portal (JLR SP) hosted by Covisint (<https://jlr.portal.covisint.com/web/portal/home>). SPEEDY is also available internally via the JLR intranet.

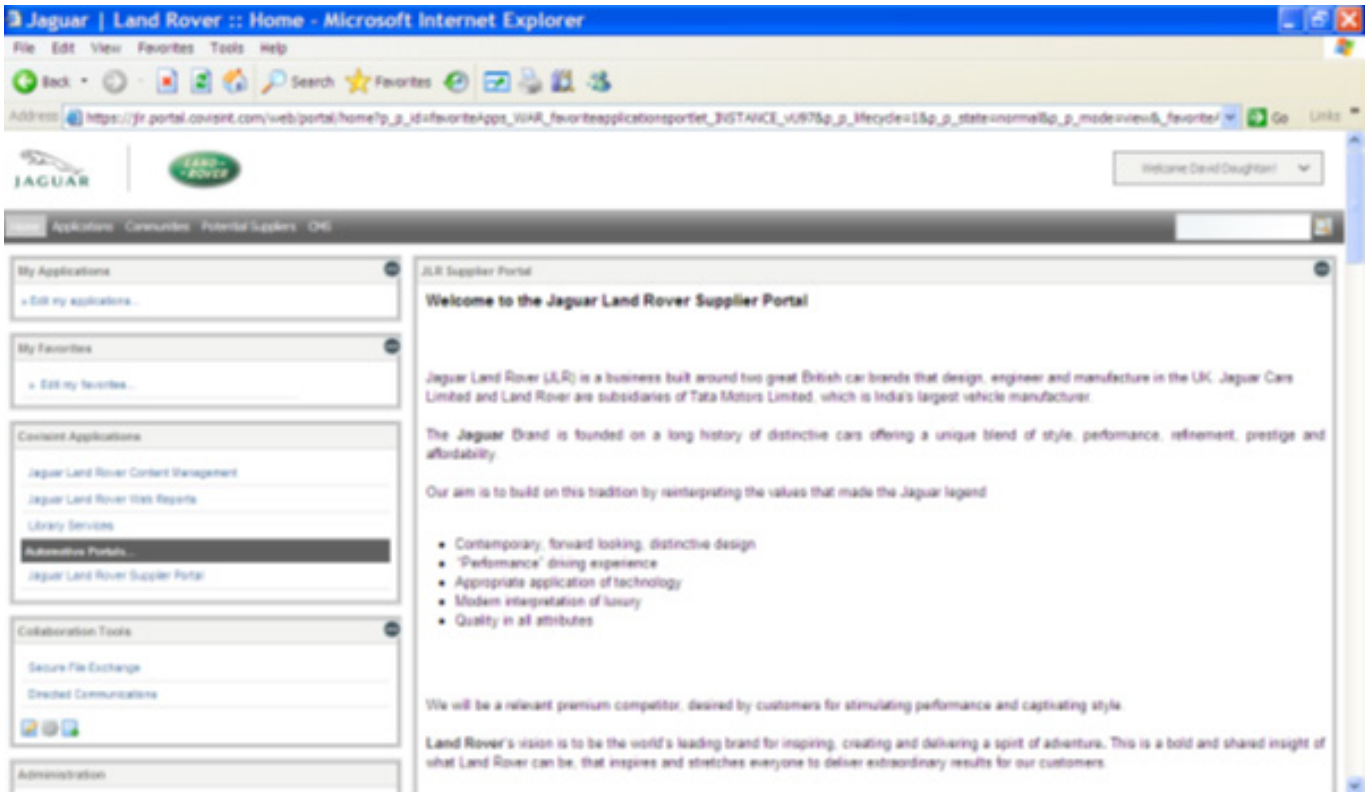
In order to gain access rights for JLR SP applications such as SPEEDY, the supplier must raise a request within the JLR SP which will be submitted for approval to the Supplier’s CSA (Corporate Security Administrator) for Covisint. Suppliers can request access to their individual 5-digit supplier codes for them to be visible in SPEEDY. New users to the JLR Covisint Supplier Portal need to register on the link below to get a User ID and password:



Registered users can login to the JLR SP using their User ID and password:



Please see below the main page of the JLR Supplier portal once logged in:



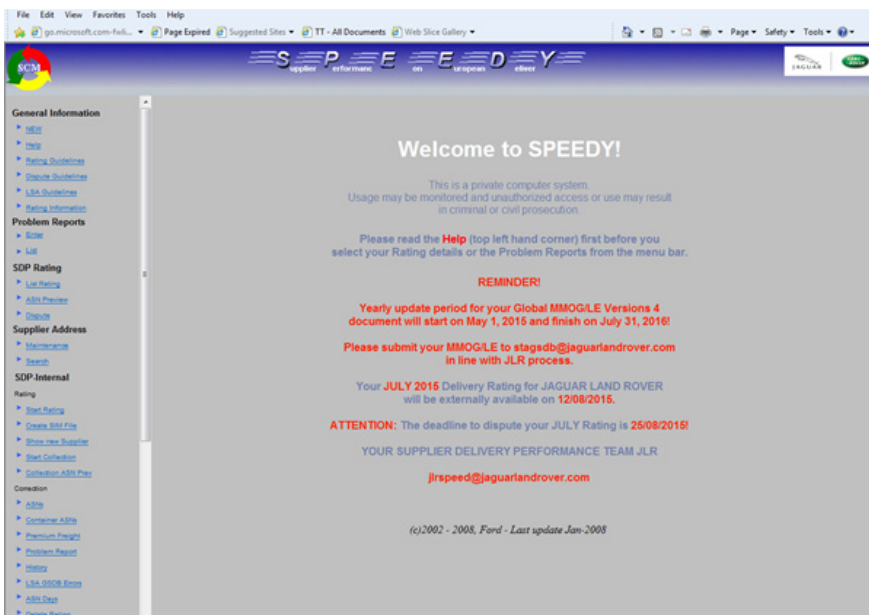
In order to view a list of all applications accessible through the JLR Supplier Portal, please click on Applications on the top menu of the main page.

The SPEEDY application belongs to the functional area “Manufacturing” as shown below: In order to request access to a particular application please click on the “pencil” icon next to the application name and follow instructions. The request will be submitted for approval to the CSA (Corporate Security Administrator) for Covisint in your company.

The “tick” icon under the Access column next to an application means that application is accessible to the current Covisint User.

If there is a “tick” next to the SPEEDY application, it can be accessed just by clicking on the link. Please see below Welcome message screen in SPEEDY which is the first page when you log in. Please notice that relevant information and important dates (dispute period, date for new ratings to be available..) are published on the SPEEDY welcome message.

Please check the SPEEDY welcome message regularly for new updates.





## 13.6 DELIVERY RATING ANALYSIS

**Please be aware that SPEEDY only provides data related to deliveries of Production parts to JLR plants.**

In order to review your monthly Delivery Performance Rating for Jaguar & Land Rover, please press List Rating under SDP Rating on the left hand side menu in SPEEDY and follow the below steps:

- Pick one of the supplier codes available from the Supplier drop-down list and press Select
- The SPEEDY database holds up to 13 most recent delivery ratings. – The 7 most recent months will be displayed by default. You can easily switch between the earliest and latest ratings by pressing: – 6 months or + 6 months
- In order to obtain further details per month and category, please press the underlined score for each category/month. The delivery rating is split into
- Category I and Category II.
- Category I (Supplier Communication) is divided into 3 sections:
- The top part of the screen displays the supplier's ASN performance.
- Total ASNs, inaccurate Part ASNs, percentages, and associated point deduction are measured as part of your ASNs performance.
- Please press the underlined numbers to see how your ASNs are allocated to individual JLR receiving plants and/or manual Part receipts and/or consolidator originated Part ASNs and/or inaccurate
- Container ASNs. Should there are more packing slips/events to be displayed than what is possible to fit on the page, please use the
- Next-button at the bottom of the screen to scroll forward.
- The middle section of the Details Category I screen shows point deductions related to No EDI, No (e)DDL, and missing Logistics Self-
- Assessment (Global MMOG/LE). The expiry date of the Logistics
- Self-Assessment (Global MMOG/LE) is also displayed on this page.
- For more information on the Logistics Self-Assessment please read the LSA Guidelines also available in SPEEDY.
- The bottom section of the screen shows Problem Reports raised in Category I. If there are any problem reports raised by a JLR plant, please press the underlined JLR plant to view the details.
- Should there be more problem reports to be displayed than what fits on the page, please use the Next-button at the bottom of the screen to scroll forward.
- Category II (Shipping Performance) is divided into 2 sections:
- The top part of the screen shows information about Premium Freight (PFR): total number of PFR, percentage, and associated point deduction. Please press underlined number of Total-PFRs to view details.
- The bottom part of the screen displays Problem Reports raised in Category II. If there are any problem reports raised by a JLR plant, please press the underlined JLR plant to view the details.
- Should there be more problem reports to be displayed than can fit on the page, please use the Next-button at the bottom of the screen to scroll forward.
- In order to review a complete list of Problem Reports for each rating month, please press List under Problem Reports on the left hand side menu in SPEEDY.
- Should there are more problem reports to be displayed than what fits on the page, please use the Next-button at the bottom of the screen to scroll forward.

## 13.7 ASN PREVIEW

The ASN Preview functionality in SPEEDY is intended to be used by suppliers for a proactive internal analysis, as it displays the ASN performance for the current month.

The data shown on the ASN Preview is updated weekly in the current month and therefore the below message is displayed at the top of the screen:

Data displayed is not yet mature; therefore it CANNOT be used for any kind of dispute  
Nonetheless it allows tracking of ASN error closer to the event which might help suppliers to identify and solve potential problems up-front.

The data displayed on the ASN Preview would be accumulated over the month, and it is updated every week on Monday. At the beginning of a new month there will be no data available in ASN Preview until the rating for the previous month has been calculated.

**Please note that any queries to the content in the ASN Preview should be directed to the responsible Supplier Delivery Performance Analyst.**





### 13.8 SUPPLIER DELIVERY PERFORMANCE CONTACTS

#### JAGUAR & LAND ROVER SUPPLIER DELIVERY PERFORMANCE ANALYSTS CONTACTS RESPONSIBLE FOR PARTS RECORDS ON ASNS (PRODUCTION PLANTS)

Generic e-Mail address		<a href="mailto:jlrspeed@jaguarlandrover.com">jlrspeed@jaguarlandrover.com</a>	
<b>Please advise your supplier code(s) and packaging code as subject of your email</b>			
Supplier Site Codes	Contact	Phone Number	e-Mail
All	David Watkins	+44 121 700 9641	<a href="mailto:dwatkin4@jaguarlandrover.com">dwatkin4@jaguarlandrover.com</a>

### 13.9 SPEEDY WAIVER PROCESS

There is a process where the supplier can apply for a SPEEDY Waiver, a Waiver should only be applied for the reasons below.

- MMOG/LE B or C rating
- No EDI solution
- ASN problems with 3 party suppliers effecting 1st tier suppliers
- Containers Issues (shortages of packaging etc.)
- JLR internal companies
- Unable to see problems because SAP is not visible in JLR web portal.
- Sequencing or POP parts suppliers with mixed supplier codes.

The SPEEDY Waiver will reimburse the supplier's SPEEDY points for a set period of time. Please note a Waiver will only be granted if the supplier has a detailed plan to fix the issue or if the issue is a JLR system issue.

For information on applying for a SPEEDY Waiver, please see Appendix H.



## 14. SUPPLIER PERFORMANCE ESCALATION PROCESS

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## 14.1 NORMAL BUSINESS

Suppliers will be monitored in Normal Business Monthly. If they have a 3 month degradation on SPEEDY and aren't DCI compliant they will be raised in the Supplier performance meeting.

This is the first step in the escalation process and will be controlled by MP&L.

At each stage of the escalation there will be a SPM (Supplier performance meeting) where progress will be discussed and time frames put in place.

After this meeting the supplier's in question will be raised to a decision point where they will remain in Normal Business or be escalated into Plant Focus.

At all stages suppliers will be communicated with to inform them on their movements within the JLR escalation process.

## 14.2 PLANT FOCUS

When escalated to Plant Focus the Commodity leader will raise an E-Tracker and assign to the relevant analyst.

Metrics will be agreed with supplier/Analyst for de-escalation and time frames will be set. If a supplier does not achieve these they will then be escalated.

They will then be monitored via regular cadence with stakeholders.

Investigation will take place in order to understand the reasons behind the poor performance where clear reasons will be given. If supplier liability then metrics and criteria will be set for them to achieve, this will then be reviewed.

## 14.3 BUSINESS IMPACT

Once escalated to Business Impact, STA & Purchasing will be engaged. The E-Tracker will be assigned to the SCM. Cross functional meetings will take place with the Vendor.

Implementation of Controlled Shipping 1 and 2 which are chosen from the MP&L Tool kit based on the specific situation;

- STA on site
- 3rd party on site
- Vendor MP&L representative at Plant
- Night Letter reports

Immediate containment and recovery plans to be put in place. These will then be reviewed in the Supplier monthly meetings to decide on whether the supplier should be de-escalated or escalated further if things have not improved.



#### 14.4 HIGH HURT

At this stage Purchasing take full responsibility of the Supplier.

One or All of the tool kit methods can then be used throughout high hurt and continued to help with containment and recovery. MP&L support will continue throughout

#### 14.5 CHRONIC STATE

At this stage Purchasing take full control of the supplier escalation and produce a Business Diagnostic Review Plan. This can result in the business considering other suppliers.

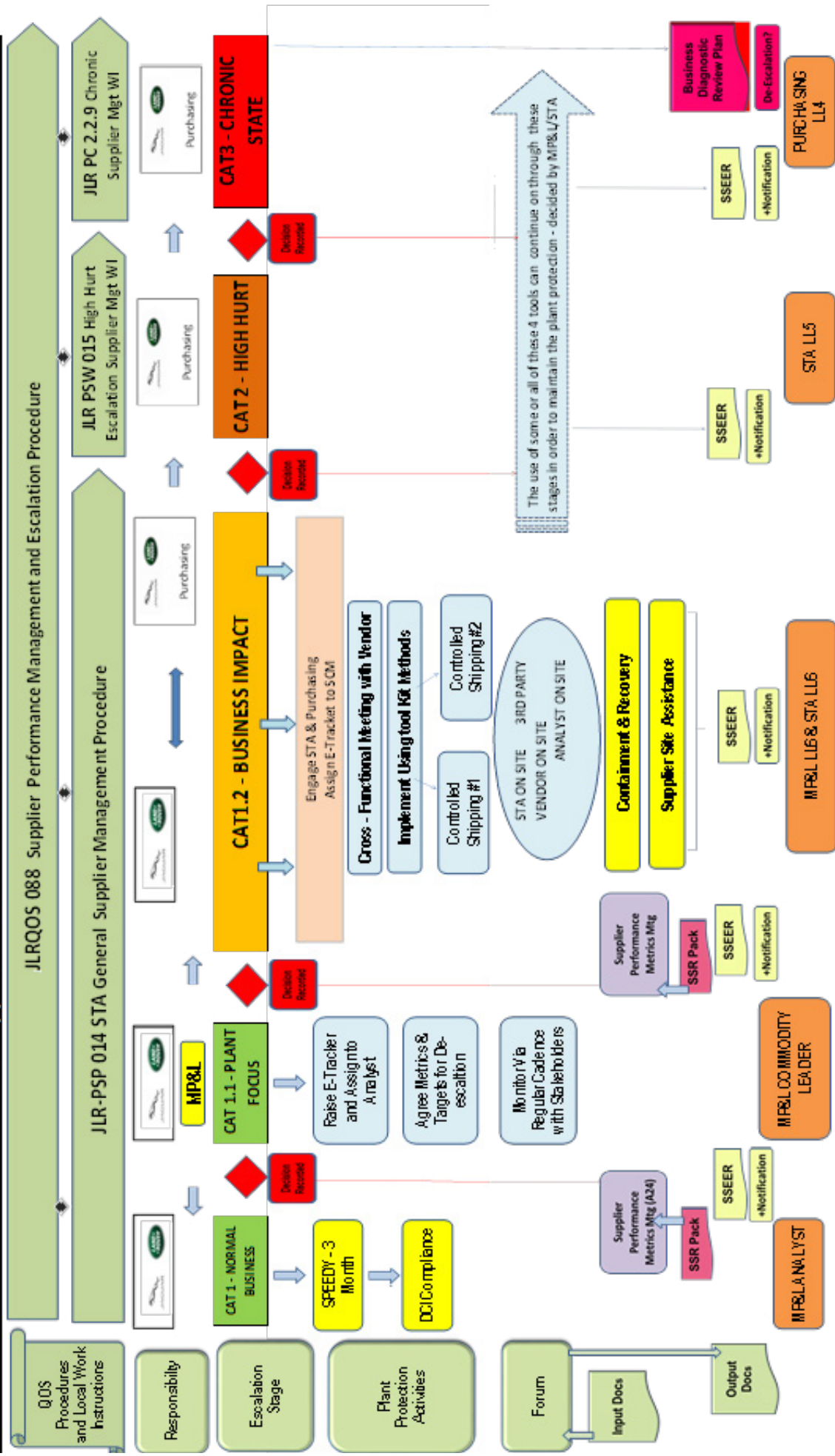
The tool kit methods can be again used to help containment and recovery if relevant people see fit. MP&L support will continue throughout

CATEGORY	CATEGORY DESCRIPTION
1	Normal Business
1.1	Plant Focus
1.2	Business Impact
2	High Hurt
3	Chronic State



# 14.6 JLR MP&L SUPPLIER ESCALATION PROCESS

## JLR Supplier Escalation Process For MP&L - Pictorial Overview



Supplier performance meetings are used to evaluate the suppliers current state and to decide on the next step for them. This can be to de-escalate as the metrics and targets have been met, stay in the current position for a longer time frame or escalate as their position has got worse since the last meeting.



# 15. MATERIALS MANAGEMENT OPERATIONAL GUIDELINES/ LOGISTICS EVALUATION

15 Materials Management Operational Guidelines/Logistics Evaluation

47



MMOG/LE is a yearly self-assessment that should be submitted by the supplier, between May 1st and July 31st giving the supplier a 12 months assessment to 31st July of the following year. It is the supplier's responsibility to ensure that the self-assessment is submitted on time, if the self-assessment is submitted late the supplier will be deducted ever increasing points until a total of 25 SPEEDY points every month until the self-assessment has been submitted. The MMOG is submitted to [stasap@jaguarlandrover.com](mailto:stasap@jaguarlandrover.com)

Failure to submit the MMOG/LE self-assessment will result in your JLRQ being revoked.

The MMOG/LE needs to be performed by:

- Every facility supplying production parts to JLR
- Warehouses which store or handle products destined for JLR

How can the Global MMOG/LE be obtained?

- The document (excel file) is available from the ODETTE or AIAG web sites <https://www.odette.org/services/mmog>
- It is free of charge for the members of the above organizations and SMMT
- Non-members need to purchase the document

What Global MMOG/LE document should be submitted to JLR?

- JLR only accepts the latest available version of the document in English language.
- The FULL Excel Spread Sheet Document Version 4 only. (NO PDF's)

It's a JLR requirement that all suppliers have an A rating MMOG/LE.  
JLR minimum requirements for MMOG version 4 FULL Summary is

1. Compliance to ALL F3 criteria
2. Non-compliance to fewer than 10 F2 criteria
3. A total score of 90% or higher

This will give you a Rating of "A" There will be a requirement for all suppliers to be able to provide evidence for a validation audit by JLR.

Should an audit be required at least one month's notice will be given with a comprehensive agenda provided by the JLR Supplier Development Team.

Where the supplier has an MMOG/LE rating of B or below, the supplier can apply for a SPEEDY Waiver. The SPEEDY Waiver will reimburse the supplier's SPEEDY points for a set period whilst the A rating can be achieved. Please note a Waiver will only be granted if the supplier has a detailed plan to achieve A rating. For more information on the SPEEDY Waiver process, please see Appendix H.

For more information on the MMOG/LE process & MMOG/LE document, please visit the Odette MMOG/LE website [www.odette.org/services/mmog](http://www.odette.org/services/mmog)

For more information on MMOG/LE training, please visit the Industry Forum website [www.industryforum.co.uk/](http://www.industryforum.co.uk/)







JLRQ was launched in 2010 and is derived from Ford's Q1 process following the separation of Jaguar and Land Rover from Ford in 2008. JLRQ continues the same principles as Q1 and aims to achieve the same goals.

By recognising quality achievement at the manufacturing site level, and by applying consistent, understandable metrics to drive high quality, JLRQ is the quality trust mark for Jaguar Land Rover Limited.

In today's dynamic marketplace, companies that don't improve get left behind. The expectations and requirements in JLRQ have been enhanced to more accurately reflect supplier performance in relation to Jaguar Land Rover Limited.

### **16.1 WHAT IS JLRQ?**

It is a set of fundamental quality and manufacturing disciplines which, when followed, ensure a supplier's success and drive a supplier's continuous improvement. Suppliers are expected to attain a certain mark, to put the tools in place to maintain excellence and to improve with each passing year.

Suppliers aren't expected to achieve JLRQ independently – it is a relationship. Jaguar Land Rover Limited stands ready to offer suppliers its expertise and assistance throughout the JLRQ quality journey.

JLRQ puts the discipline in place to achieve consistent excellence and guides cooperation between Jaguar Land Rover Limited and its suppliers for superior quality execution.

### **16.2 APPROACH**

JLRQ applies a few vital metrics to determine which suppliers qualify for JLRQ – the same measurements will be used to establish who will keep JLRQ status. JLRQ has refined the manufacturing site assessment as a key tool in driving continuous improvement. The revised site assessment places greater emphasis on the site QOS, including, launch performance, quality reject trends and process variability to provide a framework to achieve continuous improvement.

For more information, please refer to the JLRQ Manual, your JLR purchasing or STA contact will provide you with a copy.





JLR operate a twenty four hour, 5 day working pattern in most of its manufacturing plants, it is critical that all supplier contact information is kept up to date in CMMS or SAP. Your details can be maintained in EDDL and should be sent to [stagsdb@jaguarlandrover.com](mailto:stagsdb@jaguarlandrover.com)

All contact information needs to be kept up to date for all manufacturing and shipping locations,

- Telephone numbers Mobile and Desk
- Email addresses
- Job Titles

Minimum Supplier Contact Information, should be included for the following roles.

- Logistics Manager,
- Quality Manager,
- Production Manager,
- Plant Manager,
- Project Manager,
- Customer Service (day to day contact)
- Out of hours (emergency 24/7 contact).

Failure to keep all contact details up to date will result in SPEEDY points being deducted.





ANSI	American National Standards Institute
ASN	Advanced Shipment Notification
BOM	Bill Of Materials
CCAR	Concern & Corrective Action Report
CMMS3	Common Material Management System
DCI	Daily Call In
DSS	Directed Source Suppliers
EDDL	Electronic Direct Data Link
EDI	Electronic Data Interface
EDIFACT	Electronic Data Interchange for Administration, Commerce and Transport
ENX	European Network Exchange
EU	European
FCA	Free Carrier
FSS	Full Service Suppliers
Global EDI	(GEDI) / EDDL Global Electronic Data Interchange
GSDB	Global Supplier Database
HTFB	Hard Tool Functional Build
ISDN	Integrated Services for Digital Network
JLR	Jaguar Land Rover
LSA	Logistics Self-Assessment
LEQOS	Logistics Engineering Quality Operating System
LLP	Lead Logistics Provider
LPM	Logistics Programme Management
LR	Launch Readiness
PLQOS	Plant Launch Quality Operating System
MHE	Material Handling Equipment
MMOG/LE	Materials Management Operational Guidelines Logistics Evaluation
MP&L	Material Planning and Logistics
MRD	Material Required Date
MRP	Materials Requirement Planning
NTC	Nothing To Collect
OPCON	OPerational CONtrol
PA	Programme Approval
PfEP	Plan for Every Part
POF	Point of Fit
PP	Pilot Production
PS	Programme Start
R&FU	Release & Follow Up
RFQ	Request For Quotation
ROW	Rest Of The World
SCPA	Sourcing and Commercial Programme Agreement
SPEEDY	Supplier Performance on European DeliverY
SMMT	Society of Motor Manufacturers & Traders
STA	Supplier Technical Assistance
TLS	Target Launch Sequence
TT	Tool Try Out
VAN	Value Added Network
VP	Verification Prototype
VP&S	Vehicle Planning & Scheduling
VSM	Value Stream Map
WERS	Worldwide Engineering Release System
WIP	Work in Progress



## 19. APPENDICES

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## 19.1 APPENDIX A - PACKAGING FORM EU1121

JaguarLandRover

**EU1121 Production Part Packaging Data Form**

**Supplier Details**

Supplier Code	
Supplier Name	
Contact Person	
Phone Number	
Email	

**JLR Part Number**

Part Number	
Model	
Vehicle Build Location	
Part Description	
Part Piece Weight (kg)	

**Packaging Account Details**

Account Number for Chag Account	
Account Number for Gafco Account	
Manufacturing Address	

**PACKAGING SPECIFICATION - COMPLETE SECTION A, B & C**

**Photo of Packaging**

**Photo of Parts & Dunnage**

**Photo of Emergency Packaging**

**Section A: Returnable/Expendable Packaging Data**

1	Packaging Type (Returnable/Expendable)	
2	Container Code or Type	
3	Pieces per container	
4	Container Length	cm
5	Container Width	cm
6	Container Height	cm
7	Container Weight	kg
8	Containers per layer	Layers per Pallet
9	Shipping Unit Length (cm)	cm
10	Shipping Unit Width (cm)	cm
11	Shipping Unit Height (cm)	cm
12	Gross Weight (Max 10kg for hand held boxes)	kg
13	Is it a dangerous goods item?	Hazard Class:
14	UN Number	UN Approved Packaging Code:
15	EUJ Document Available	Y/N

**Section B: Expendable Dunnage (Internal packaging details)**

16	Cardboard Dunnage description	Cardboard Weight	kg
17	Cardboard Grade		
18	Plastic Dunnage Description	Plastic Weight	kg
19	Plastic Grade		
20	Other Dunnage Description		
21	Other Dunnage Weight per Container		kg

Submitted By: \_\_\_\_\_

Signed: \_\_\_\_\_

Name & Printed: \_\_\_\_\_

Date: \_\_\_\_\_

**JLR APPROVAL WILL BE VIA EMAIL FROM RESPECTIVE PLANT REPRESENTATIVE**

Additional Notes: \_\_\_\_\_

**Section C: Emergency Packaging Data**

22	Container Type (DOP/OTN/PLT/Box)	
23	Pieces per container (not layer or cube)	
24	Length	cm
25	Width	cm
26	Height	cm
27	Cardboard Description	
28	Cardboard Weight per Container (Inc Dunnage)	kg
29	Plastic Dunnage Description	
30	Plastic Dunnage Weight per Container	kg
31	Other Dunnage Description	
32	Other Material Weight per Container	kg
33	Gross Weight - Max 10kg for hand held boxes	kg

**ALL SECTIONS & FIELDS ARE MANDATORY FOR COMPLETION - FORM WILL BE REJECTED IF DATA IS MISsing**

**PACKAGING MUST BE CLEAN BEFORE PARTS ARE LOADED**

## 19.2 APPENDIX B – CONTACT DETAILS

<b>JAGUAR LAND ROVER PACKAGING TEAM (SOLIHULL &amp; CASTLE BROM) CONTACTS RESPONSIBLE FOR PACKAGING QUERIES</b>	
Generic Email Address and Phone Numbers for Packaging Queries	<a href="mailto:jlrapackg@jaguarlandrover.com">jlrapackg@jaguarlandrover.com</a> Contacts – 0121 34722338/3344/2348/5867
Generic Email Address Pallet Repair Solihull	<a href="mailto:jlrprep@jaguarlandrover.com">jlrprep@jaguarlandrover.com</a>
Generic Email Address Pallet Repair Castle Brom	<a href="mailto:cbpalrep@jaguarlandrover.com">cbpalrep@jaguarlandrover.com</a>
Generic Email Address Leased Packaging Queries (First instance contact should be made with provider)	<a href="mailto:contque1@jaguarlandrover.com">contque1@jaguarlandrover.com</a>
<b>Please provide your supplier code and packaging type as subject of your email</b>	



## SUPPLIER COMMUNICATION

# DISPATCH EXPECTATIONS & CONFIGURATIONS - CHEP KLTS

**THE FOLLOWING IS A GUIDE TO HOW PARTS SHOULD BE PREPARED FOR SHIPMENT TO JAGUAR LAND ROVER, SOLIHULL, CASTLE BROMWICH, HALEWOOD VEHICLE MANUFACTURING SITES AND EXPORT SALES CENTRE SITES.**

This document, Revision March 2015 has been compiled by:-

JLR Advanced Global Packaging Engineering

and concurred by JLR Materials Handling Teams.

### 1. DISPATCH GUIDELINES FOR CHEP FULL SERVICE LEASED BOXES

- For CHEP standard box types KLT 6429, KLT6415, KLT4329, KLT4315 & KLT3215, it is expected that the supplier will ONLY utilise CHEP pallets, codes CHPLID1, CHPBASE1, CHPLID2 and CHPBASE2.





## LOAD TABLE

	KLT3215	KLT4315	KLT4329	KLT6415	KLT6429
1 LEVEL LAYER	10	10	10	5	5
MAX LAYERS	6	6	3	6	3
MAX BOXES PALLET	60	60	30	30	15
PALLET/ LID SIZE mm	600 x 1000	1000 x 1200	1000 x 1200	1000 x 1200	1000 x 1200

Boxes should be stacked to form level layers. Picture A & B

**A**



**B**



- Part numbers can be mixed on a pallet, providing they are grouped together and boxes are clearly labelled individually.
- Unit load to be secured by non-metallic banding. Shrink wrap is NOT acceptable. Where the number of boxes for shipping will not form complete level loads, boxes should be placed onto the pallet and positioned to enable stacking, by fully supporting the cover. **Do not use empty boxes to complete layers.** (See picture C)
- When less than 4 boxes are shipped they must be sent without a CHEP lid and base. Each box must have an individual secured cardboard lid.

**C**





## LABELLING

The guidelines below are applicable to ALL forms of packaging.

- JLR expect labels to be attached to each and every container on the KLT label holder and not on the unit load lid.
- Labels to be slotted into holder on box.

## FORMAT

- Specification is the standard Odette format.
- The part number barcode should be prefixed with a “P” and the quantity to be prefixed with a “Q”.
- Dark black ink is required (not greyscale).
- Minimum height for a barcode is 7mm.

## Example

DESTINATARIO/RECIPIENTE <b>JAGUAR LAND ROVER LIMITED COVENTRY Regno Unito</b>		LUOGO DI CONSEGNA/DOCK - GATE <b>Y1</b>	
DOT N. INDIRIZZO NOTE NO (N) <b>1401716</b>		FORNITORE/SUPPLIER NAME <b>MORSE TEC EUROPE - ITALY</b>	
CODICE ARTICOLO/PART NO (P) <b>G4D36256BA</b>		NET WT (KG) <b>239,760</b>	GRANDI NET WT (KG) <b>322,750</b>
QUANTITA' QUANTITY (Q) <b>1080</b>		NO BOXES <b>30</b>	
COD. FORN./SUPPLIER (N) <b>N48RA</b>		DESCRIZIONE/DESCRIPTION <b>CAM SPROCKET</b>	
SERIAL NO (00)080500469202791238		COD. ART. FORN./SUPPLIER PART NO <b>05025649</b>	
BATCH NO (M) <b>279123</b>		PROD. DATE <b>02.04.2014</b>	ENG CHANGE

## GENERIC

- Do not change the stock total per KLT with pen without updating the barcode
- Barcodes must always be visible and clear (do not draw/stick anything over them, no smudges or lines going through them).
- Barcodes should not be within 15 mm of the edge of the label.
- Do not attach master labels into the label holder, stick onto the pallet lid or somewhere it is obvious and visible.
- Do not ship incomplete layers (apart from the top one, if necessary).
- Do not place labels inside adhesive plastic bags.
- Ensure there is no loose tape stuck to the side of the KLT.
- Do not mix container types on a layer.
- Remove any unnecessary internal dunnage.
- If the parts are placed into plastic bags, make sure they are secure and not loose at the top.
- Do not attach any other labels to the KLT apart from the One we request.
- For engineering changes, ensure the information on the label is updated to reflect the parts that are inside.
- Do not over pack the KLT's, all parts need to be below the top of the KLT.
- Do not throw loose paper/old labels into a KLT.
- If card needs to be placed on top ensure it is a tight fit to the edge of the KLT (See picture D).



## D



Cardboard on top is a tight fit to the edge of the KLT.

### KLT 4315

- The label size should be 21x7.4cm, it can be made up of the current 21x14.8cm folded or cut in half.
- Labels should be printed on a minimum of 160gsm paper
- All labels should be stuck down at the top (see picture F).
- The label can be placed inside any label holder on the KLT

<b>Suppliers area, fold over or cut off for shipment.</b>			
QTY (Q)	<b>56</b> EA	STR LOC 1 <b>2D33B75A-1</b>	LINE FEED LOC 2 <b>J11-232-4C</b>
PART NO. (P)		MADE IN	
<b>3S4X-A045A74-AAZUYI</b>			
SERIAL NO (S)	<b>0AAC2195</b>	CONTAINER <b>SK32 C630L</b>	GROSS WGT <b>440</b> LB
SUPP (V)	<b>PP03B</b>	DOCK CODE <b>WD</b>	CUST <b>AP16A</b>

### KLT 4329

- Label size should be A5 (21x14.8cm).
- Labels should be printed on a minimum of 160gsm paper.
- The label can be placed inside any label holder on the KLT (see picture E).
- All labels should be stuck down at the top two corners and bottom center (see picture F).



## KLT 6429

- Label size should be A5 (21x14.8cm).
- Labels should be printed on a minimum of 160gsm paper.
- The label should be placed into the label holder on the short end of the KLT (See pictures E & G).
- All labels should be stuck down at the top two corners and bottom center (see picture F).

### E



Put labels inside holder on flat side designed for large labels.

### F



Corners and centre should be stuck down.

### G



Do not put label inside holder designed for smaller labels.

- All shipments made to JLR must be accompanied with a supplier delivery note
- ALL CHEP container (pallet or box) shipments to Jaguar Land Rover must be recorded on the shipments ASN's and on the CHEP Portfolio system.
- ONE ASN must be raised per deck containing all parts delivered to that deck per delivery. The ASN must include the number of KLT's and type (KLT3215, KLT4315,

#### 4. OTHER GUIDELINES

Chep KLT packaging is NOT to be used for any prototype parts shipments pre TT build to Jaguar Land Rover, Prologis, Brown Lane, Gaydon or Whitley or for special vehicle shipments to Schenk



## 19.4 APPENDIX D – CLEANING GUIDELINES

### Generic Cleaning Guidelines

#### **Boxes / Vacuum Form trays – Fixed dividers/ Foam Inserts**

- 1) Blow inside and outside of container with an air compressor
- 2) Wipe inserts with a warm damp cloth – Foam Inserts
- 3) Clean Compartments with warm soapy water
- 4) Leave container upside down to dry – Foam Inserts
- 5) Dry with Cloth

#### **Bag Pallet**

- 1) Wipe steel frame with a cloth to remove dust
- 2) Base, sides and top of cell to be cleaned with a damp cloth
- 3) Inside and outside face of curtain to be cleaned with a damp cloth only, ensure the fastening is still functioning.
- 4) Other Cleaning Option - Jet wash with clean water only, but then allow the pallet and internal dunnage to dry.

Caution – do not use detergent agent as this may damage textile fabric.

#### **Metal Stillage's**

- 1) Wipe steel frame and cladding with a cloth to remove dust inside and outside pallet
- 2) Remove any foreign bodies wearing safety gloves prior to cleaning
- 3) When cleaning use soap cleaner if required and remove all deposits with clean water (in all
- 4) Wipe all location Dunnage Clean Using a damp cloth
- 5) Ensure all moving parts are operating correctly loaded and un-loaded
- 6) Lubrication to be applied to all moving parts in locking mechanism including bushes & shoot bolts.  
Care point - Do not apply excess lubricant, Ensure correct functionality of all moving parts
- 7) Ensure drain holes in container squares are not blocked

NOTE: No silicon or derivative based cleaning agents to be used

#### **PLEASE NOTE:**

These are advisory recommendations on pallet cleaning & preventative maintenance which have been provided by our pallet manufactures



### 19.5 APPENDIX E – DAMAGED PALLET CONTACT INFORMATION AND LABELS

Label can be obtained from Pallet Repair. Please contact:

Generic Email Address Pallet Repair Solihull	<a href="mailto:jlprep@jaguarlandrover.com">jlprep@jaguarlandrover.com</a>
Generic Email Address Pallet Repair Castle Brom	<a href="mailto:cbpalrep@jaguarlandrover.com">cbpalrep@jaguarlandrover.com</a>

The image shows a 'DAMAGED PALLET' label with a yellow and black striped border. The label is divided into two sections. The top section is titled 'DAMAGED PALLET' and 'NOT TO BE USED'. It contains fields for 'PALLET TYPE NUMBER', 'UNIQUE PALLET ID NO.', 'REJECTED BY', and 'DATE'. Below these is a section for 'REASONS' with three lines for text. At the bottom of this section is the instruction '(DO NOT REMOVE LABEL)'. The bottom section is titled 'TO BE RETAINED BY ORIGINATOR' and contains fields for 'PALLET TYPE NO.', 'UNIQUE PALLET ID NO.', 'REJECTED BY', 'SIGNATURE', 'DATE', and 'REASON'. The number '16188' is printed in the top right and bottom right corners of the label.

### 19.6 APPENDIX F – NEW VENDOR SURVEY



New Vendor Survey  
- (gsdb code).xls

### 19.7 APPENDIX G – MP&L CHECKLIST



MPL checklist  
v14.xlsm

### 19.8 APPENDIX H – SPEEDY WAIVER APPLICATION PROCESS



SPEEDY Waiver  
Application Process.

### 19.9 APPENDIX I – SUPPLIER LOGISTICS AUDIT



Supplier Logistics  
Audit.pptx





<b>VERSION</b>	<b>DATE</b>	<b>AUTHOR</b>	<b>COMMENT</b>
1.0	August 2015	Adrian Martin	1st Draft
1.1	September 2015	Adrian Martin	2nd Draft
1.2	October 2015	Adrian Martin	3rd Draft
v1	November 2015	Adrian Martin	Draft issued to supply base