

Procedure to Address Suppliers Queries / Concerns

Rev No- 00

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Scope :- This Procedure is applicable to all BOM parts and alloy suppliers of Endurance

Steps	Process Flow	Responsibility	Reference Guidelines
1	<p>START</p> <p>↓</p> <p>Issue (query / concern) registration on Vendor Portal</p>	Concern Supplier	---
2	<p>↓</p> <p>Acknowledgement by concern ETL SPOC <u>within 3 days</u></p>	Plant/Function SPOC	<p>1. SPOC Person shall refer ETL SOPs/Policies/ Purchase Agreement / SQA Manual or any related documents related to specific issue registered</p> <p>2 For any commercial or capacity related query/concern, the SPOC will seek help from SPOC of corporate Function</p>
3	<p>↓</p> <p>If issue is related with specific to plant functions, SPOC will do necessary analysis, discussions and actions to resolve - <u>Within 15 days.</u> Please refer guideline No.1 & 2.</p>	Concern SPOC and CBUH	
4	<p>↓</p> <p>Communication of Decided Action plan with time line to concern supplier through portal</p>	Plant/Function SPOC	
5	<p>↓</p> <p>Acknowledgement by Supplier through portal</p>	Concern Supplier	
6	<p>↓</p> <p>Implementation of planned Action & communication to supplier within 1 Month or planned time frame based on issue criticality.</p>	Concern SPOC	
7	<p>↓</p> <p>Acknowledgement & closure by Supplier through portal <u>within 8 days.</u></p> <p>↓</p> <p>END</p>	Concern Supplier & SPOC	
	<p>↓</p> <p>Evaluation of scope of Horizontal deployment in same / other functions at ETL</p>	Plant/Function SPOC	
	<p>↓</p> <p>Effectiveness Monitoring and communication of implemented action to SPOC of other plants to prevent occurrence/ reoccurrence</p>	Plant/Function SPOC	

ETL	Endurance Technologies Ltd
SPOC	Single Point of Contact
HD	Horizontal Deployment

Escalation Matrix

Level 1:- If mentioned activities / actions not done within specified time limit then system generated email notification will be given to CBUH / Functional head.

Level 2:- If issue not resolved 15 days after escalation to level 1 then email notification will be given to concern MC member

Prepared By

Approved By

List of Plant and Functions which are touch Points of Suppliers mapped in System.

Sr. No	Issue/Query related to Plants	Departments listed as Supplier touch points
1	1100- ETL Corporate Function	Strategic Sourcing – E94 Strategic Sourcing – K120 VCD- Vendor Component Development SQA – Supplier Quality Assurance Casting Div. Outsourcing Alloy & Metal Sourcing Corporate Finance
2	1116- Suspension Div.K120	PPC/PPL Plant QA Accounts Stores Security
3	1117- Front Fork Div. K228	
4	1118- Shock Absorber Div. E92/93	
5	1120- Brake Div.K226	
6	1141- Brake Div.L20	
7	1126- Suspension Div.Pantnagar	
8	1132- Transmission Div.K227	
9	1135- Transmission Div.Pantnagar	
10	1136- Suspension Div.Sanand	

List of Plant / Function wise Single Point of Contact (SPOC) who are made responsible to resolve Supplier's Issue/Query.

Sr No	Plant / Function	SPOC	Department
1	1117- Front Fork Div. K228	Mr. R D Pawar	Operations
2	1116- Suspension Div.K120	Mr. A. P Bramhekar	Operations
3	1136- Suspension Div.Sanand	Mr. S. Sardeshmukh	Operations
4	1126- Suspension Div.Pantnagar	Mr. Rajiv Sharma	Quality
5	1118- Shock Absorber Div. E92/93	Mr. KK Verma	Operations
6	1132- Transmission Div.K227	Mr. Sachin Shukla	Operations
7	1120- Brake Div.K226	Mr. Pravin Kulkarni	Quality
8	1141- Brake Div.L20	Mr. Mahesh Aahuja	Operations
9	1100- ETL Corporate Function	Mr. S. A Bhadane	Corporate Purchase-(VCD)

Procedure for on line registration of Issue/ Query and its Status Tracking.

1. Visit our Supplier Portal with Link available on Group website www.endurancegroup.com
2. Login to VAS System with your provided login ID and Password.
3. You will find a separate icon "ITS" on VAS Home Page adjacent to EVA Icon.
4. By clicking on "ITS" Icon you will be redirected to home page of ITS System which is as below.

Sr.No.	Ticket No.	Plant	Issue / Query Title	Registered On	Updated On	Current Status	Details
1	ETLTICK113	1118 - Shock Absorber Div. E92/93	Again Same with Plant	Jan 12, 2018	Jan 12, 2018	Reopened	Details
2	ETLTICK112	1118 - Shock Absorber Div. E92/93	New changes are not yet done	Jan 12, 2018	Jan 12, 2018	Inprocess	Details
3	ETLTICK111	1118 - Shock Absorber Div. E92/93	Gate entry issue	Jan 12, 2018	Jan 12, 2018	Acknowledged	Details
4	ETLTICK110	1118 - Shock Absorber Div. E92/93	C Form Not received	Jan 11, 2018	Jan 11, 2018	Closed	Details
5	ETLTICK109	1118 - Shock Absorber Div. E92/93	Demo	Jan 11, 2018	Jan 12, 2018	Reopened	Details
6	ETLTICK108	1118 - Shock Absorber Div. E92/93	Gate entry receipt not given	Jan 11, 2018	Jan 11, 2018	Inprocess	Details
7	ETLTICK107	1182 - Transmission Div.K226/1	C Form for FY17-18 not received	Jan 11, 2018		Pending for Acknowledgement	Details

5. Click on Button "Issue/ Query Registration" if you wish to register it for resolution by Endurance.

6. You will be redirected to the Issue/ Query Registration Page as below.

New Issue / Query Registration

Select Plant* Name of the Person Registering Issue*

Issue / Query Related To* Designation*

Issue / Query Title* Contact No.*

Details* Email Id*

Upload File for more Details* No file chosen

7. Select Endurance Plant/ Function against which your Issue / Query is.

Vendor - Dashboard | Issue Tracking | wincry.dimakhconsultants.com/endorance/Vendor/vendor-issue-tracking.aspx

Vendor Access System | Welcome DHANANJAY ENTERPRISES(100150)

Dashboard | Purchase | Quality | Production | Finance | TPM | ASN Report | Advance Shipment Notice (ASN) Form | GST

New Issue / Query Registration

Select Plant*	Select Plant Select Plant 1101 - ETPL B-2 1108 - ETPL B 1/3 CHAKAN 1118 - ETPL CHENNAI 1116 - Suspension Div.K120 1118 - Shock Absorber Div. E92/93 1100 - ETL Corporate Function 1117 - Front Fork Div. K228 1120 - Brake Div.K226/2 1126 - Suspension Div.Pantnagar 1132 - Transmission Div.K226/1 1135 - Transmission Div.Pantnagar 1136 - Suspension Div.Sanand 1141 - Brake Div.L20	Name of the Person Registering Issue*	<input type="text"/>
Issue / Query Related To*		Designation *	<input type="text"/>
Issue / Query Title *		Contact No. *	<input type="text"/>
Details:		Email Id*	<input type="text"/>
Upload File for more Details:			

12:30 13-01-2018

8. Select department with which your issue/ query related.

Vendor - Dashboard | Issue Tracking | wincry.dimakhconsultants.com/endorance/Vendor/vendor-issue-tracking.aspx

Vendor Access System | Welcome DHANANJAY ENTERPRISES(100150)

Dashboard | Purchase | Quality | Production | Finance | TPM | ASN Report | Advance Shipment Notice (ASN) Form | GST

New Issue / Query Registration

Select Plant*	1100 - ETL Corporate Function	Name of the Person Registering Issue*	<input type="text"/>
Issue / Query Related To*	Select Department Select Department Casting Div. Outsourcing SQA - Supplier Quality Assurance Strategic Sourcing - E94 Strategic Sourcing - K120 VCD- Vendor Component Development.	Designation *	<input type="text"/>
Issue / Query Title *		Contact No. *	<input type="text"/>
Details:		Email Id*	<input type="text"/>
Upload File for more Details:	<input type="button" value="Choose File"/> No file chosen		

12:39 13-01-2018

9. Enter the Issue / Query Title which you wish to register in 100 Characters.

The screenshot shows a web browser window with the URL wincry.dimakhconsultants.com/endurance/Vendor/vendor-issue-tracking.aspx. The page title is "Vendor Access System" and it says "Welcome DHANANJAY ENTERPRISES(100150)". The navigation menu includes Dashboard, Purchase, Quality, Production, Finance, TPM, ASN Report, Advance Shipment Notice (ASN) Form, and GST. The main heading is "New Issue / Query Registration". The form fields are as follows:

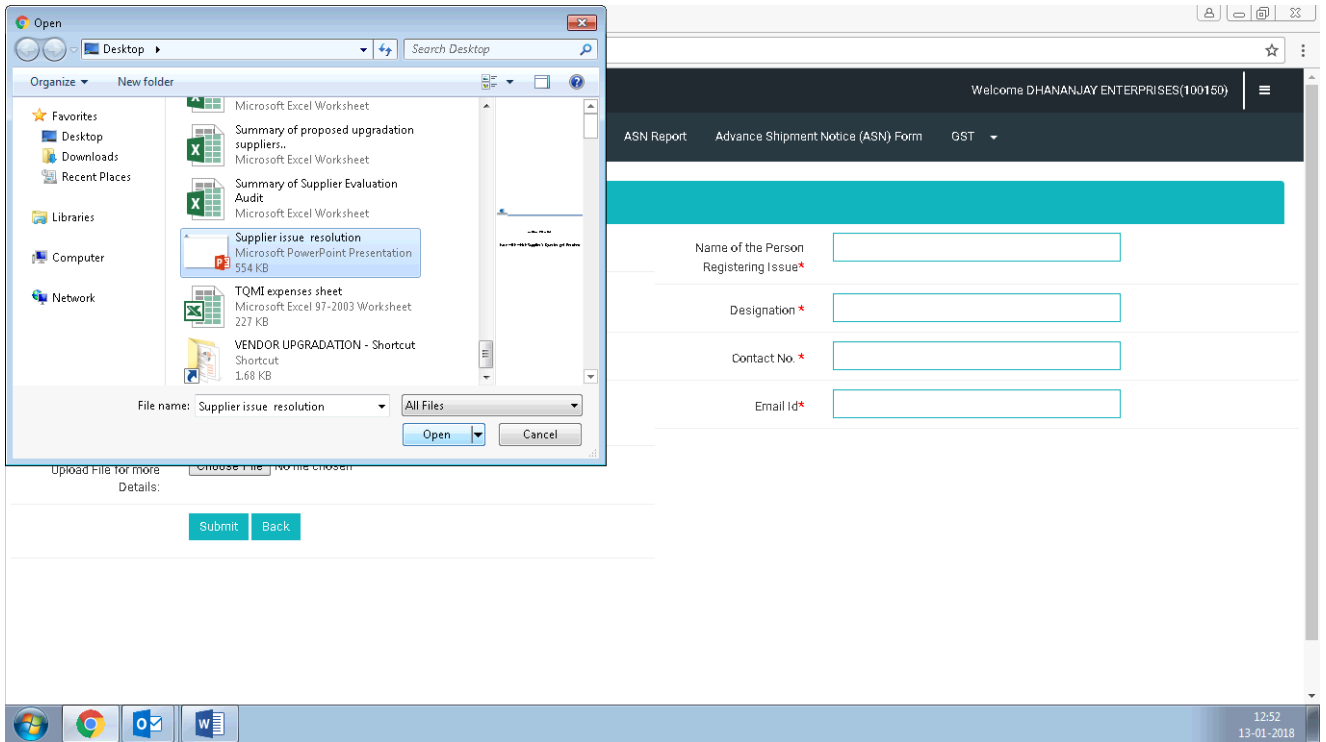
Select Plant*	1100 - ETL Corporate Function	Name of the Person Registering Issue*	
Issue / Query Related To*	VCD- Vendor Component Development	Designation *	
Issue / Query Title *	Issue Registration for DEMO Purpose	Contact No. *	
Details:		Email Id*	
Upload File for more Details:	Choose File No file chosen		

Buttons: Submit, Back

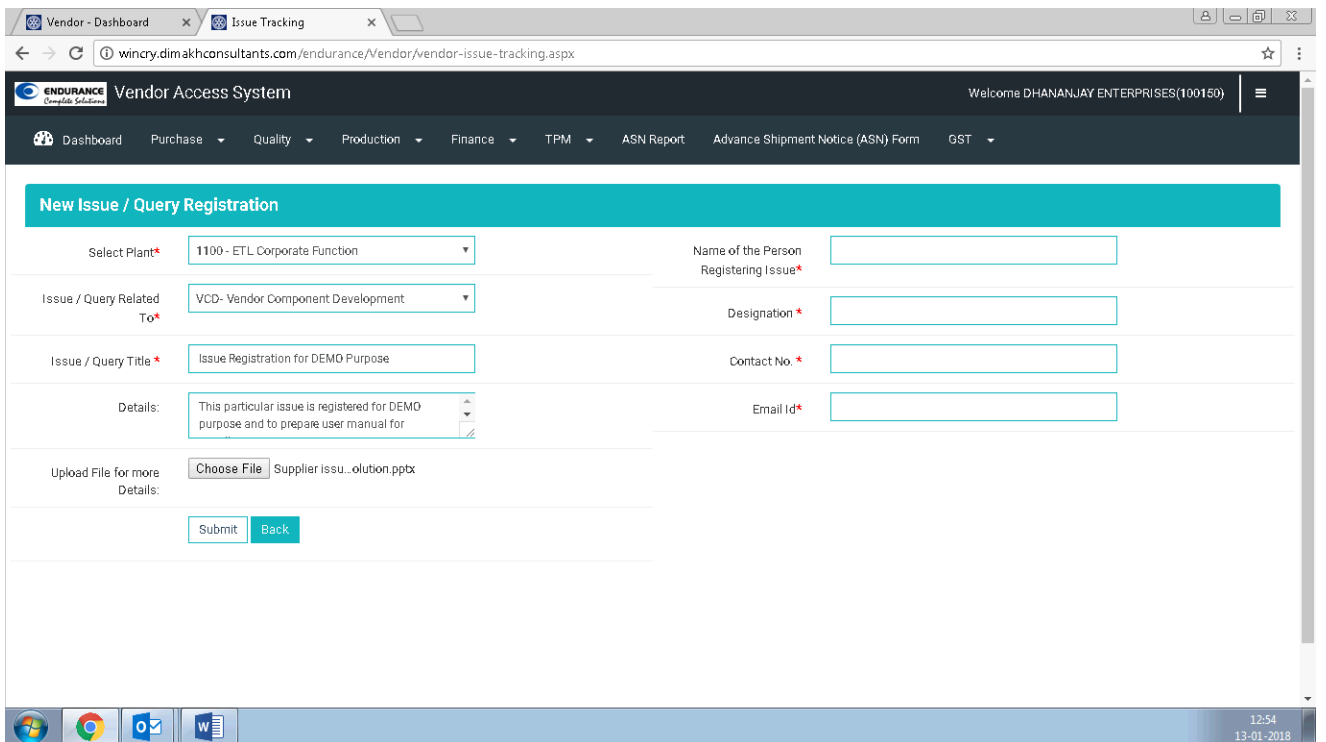
10. Describe your Issue/ Query by entering additional text which will help ETL SPOC to understand it very clearly and to act up on.

This screenshot is identical to the previous one, but the "Details" field is now populated with the text: "This particular issue is registered for DEMO purpose and to prepare user manual for".

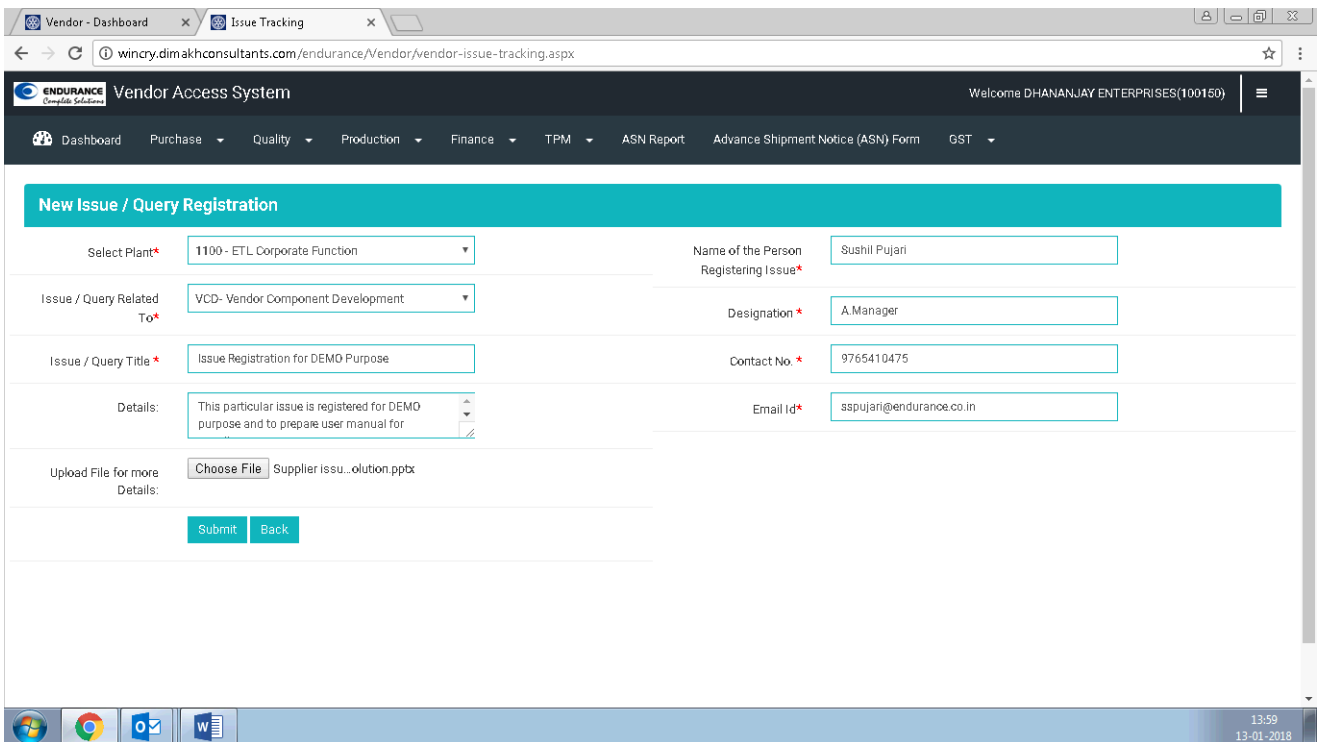
11. If you wish to provide additional supporting document then just browse by clicking on chose file and attach appropriate document with file type Word, PDF, Excel, PPT, JPG Image etc.



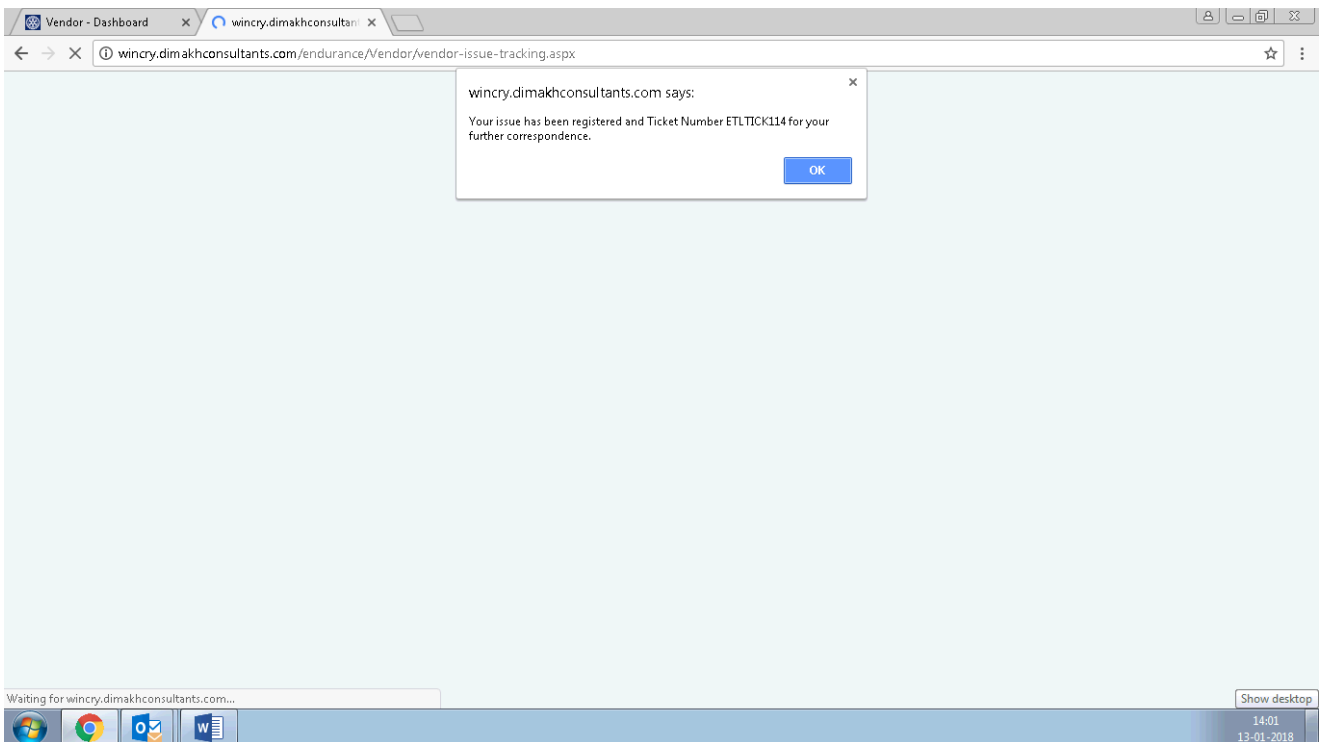
12. Click on Open Button on browsing window to attach the document chosen. Then selected file will get attached.



13 Add the additional information like Name, designation, contact number and email ID in right side section.



14 the click on "Submit" Button to register your Issue/ Query.



15 You will see the message on successful registration of issue/ query with specific ticket number which will be for tracking its status till final closure from either side, then click on "OK" button you will be redirected to home page of ITS where in you will find the details of your registered Issue/ Query at top row.

16. W.r.t Ticket Number click on "Details" to see the details provided and to know its latest status update by ETL SPOC like its acknowledgement, updation of decided action plan then closure by ETL etc.

17. After that from your side you also need to enter your comment and close the Ticket Number If satisfied or Re open with your remark, which will again routed to ETL SPOC for alternate action.

----- **END** -----