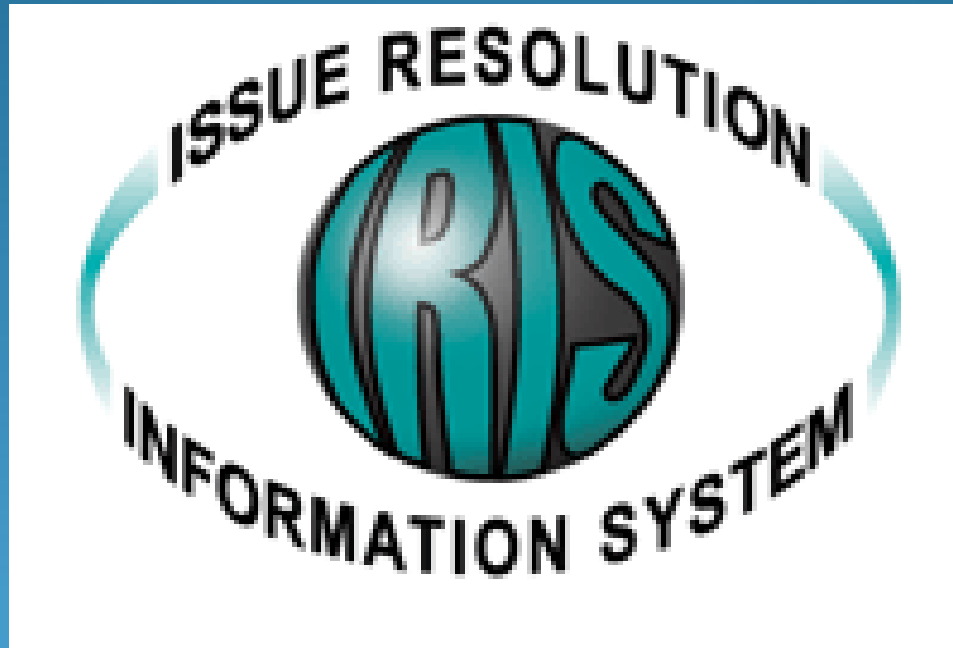


Issue Resolution Information System



IRIS Training for Johnson Controls Building Efficiency Suppliers

- ▶ [Glossary of Terms](#)
- ▶ [Supplier IRIS FAQs \(Frequently Asked Question\)](#)
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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. Used for recovering extra ordinary charges incurred
- 8D 8 Discipline Report. Complete Corrective action that gives assurance that issue will not occur again
- 4D Partial Corrective action giving details of Containment to prevent further incidence at the customer
- RMA Return Material Authorization. This is the number used by the receiving plant to issue debit for returned parts. Can also be used for issuing SMRR Debit
- RTV Return to Vendor transaction completed by Plant Materials to physically return or scrap parts to supplier

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 Charge backs?

Answer: Suppliers can dispute SMRRs, DMRs and Charge backs 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

QA - JCI - SMRR Issue Created at FSP-Marquette WI (US21)- Ops for Advanced Gasket & Supply-0008006538@SAPT - Action Needed: IRIS-BE-SMRR-18000384: john@supplier.com ::cc:mario.porras@jci.com,jane@supplier.com

Anil Mohandas Bhat
Today, 6:17 PM
AG-IRIS-QA '9

SMRR in PDF has details of the issue

MS Excel version of the 8D corrective Action

RMA Number can be used for returning parts as well as issuing SMRR Debit



This message is to inform you that an SMRR issue has been created. Per the Johnson Controls Global Supplier Standards manual (<http://www.johnsoncontrols.com/suppliers/buildingsupplierexpectationsupplierstandardsmanual>) 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 4.0% 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-BE-SMRR-18000384
4D Required:	Yes
4D Due Date:	08/08/2018
8D Required:	Yes
8D Due Date:	08/16/2018
Severity Level:	Normal
Sorting/Rework:	Requesting Supplier
MQR:	None
Issue Description:	What is the problem? Where is the problem being witnessed or reported? When does the problem occur or when reported? How big is the impact of the problem? How many pieces or parts are impacted?
Date Initiated:	08/07/2018 08:44 AM ET
JCI Plant:	FSP-Marquette WI (US21)- Ops
Supplier:	[REDACTED]
Issue Champion:	Anil Bhat
Issue Champion Email:	Anil.M.Bhat@jci.com
Inbound Freight Recovery Percentage:	4.0

Below are two documents: Issue.pdf contains the SMRR and par_8d.xlsx contains the corrective action document to be completed by the supplier.

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

Sample For Reference Only
Sample For Reference Only

SMRR Example

Johnson Controls - SMRR

Issue Header

Issue ID : IRIS-BE-SMRR-18000384 Initiated By : Anil Bhat +1 734 776 1161

Date Initiated : 2018-08-07 08:44 AM ET

JCI Originating Plant : FSP-Marquette WI (US21)- Ops Division : BE

Issue Origin : JCI Production Region, BU & CBU/PBU : North America ,Building Technology & Services

Shift : First

Severity : Normal

Supplier : [REDACTED]

Supplier Address : [REDACTED]

Immediate Actions Agreed with Supplier :

Issue Details

Issue Occurrence Date : 08/07/2018

Problem Statement : What is the problem? Where is the problem being witnessed or reported? When does the problem occur or when reported? How big is the impact of the problem? How many pieces or parts are impacted?

Sorting/Rework : Requesting Supplier

MQR : None

MQR Invitation Details :

Picture for Reporting: DSC06123.JPG

Additional Attachments:

Defect Classification

Commodity : UNCATEGORIZED

Component : RECLASSIFY-NOT ASSIGNED-NOT SELECTABLE-DIR

Classification Level 1: Functional

Part Number : 702779 , GASKET, VAPOR SEAL, 2-1/2" FOAM CHAMBER

Product Line : NotAssigned PO Number : 4500519849

Classification Level 2: Damaged

Initial Defect Qty : 5000 Initial Qty Affecting PPM : 5000

Additional Details : This issue is causing line down and immediate action is needed

Parts shipped to other Locations : No

Potential Repeat Issues : None

Total Qty Affecting PPM : 5000

Move Parts to Non-Conforming? : Yes

Corrective Action

Issue Champion : Anil Bhat , +1 414 524 8494 , Anil.M.Bhat@jci.com

Name	Title	Phone Number
John Paul	President	555

External Supplier :
Email : john@supplier.com

4D Required : Yes 4D Due Date : 08/08/2018

8D Required : Yes 8D Due Date : 08/16/2018

8D Defect Type : Damaged

Added Notification List

Name	Phone Number	Email
Mario Francisco Porras Galindo	+1 316 832 6322	Mario.Porras@jci.com
Jane Paul	555	jane@supplier.com

Sample For Reference Only

Sample For Reference Only

DMR Email

Anil Mohandas Bhat
Today, 7:18 PM
AG-IRIS-QA

Inbox

DMR in PDF has details of the issue

MS Excel version of the 8D form

IRIS-BE-DMR-18002121... 35 KB

PAR_8_IRIS-BE-DMR-18... 1 MB

Show all 3 attachments (3 MB) Download all Save all to OneDrive - Johnson Controls

AFCON

This message is to inform you that a DMR issue has been created. Per the Johnson Controls Global Supplier Standards manual (<http://www.johnsoncontrols.com/suppliers/buildings/supplier-expectations/supplier-standards-manual>) 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 DMR being accepted and the discrepant quantity will be applied to your DMR score. This 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-BE-DMR-18002121
4D Required:	Yes
4D Due Date:	09/11/2018
8D Required:	Yes
8D Due Date:	09/21/2018
Severity Level:	Normal
MQR:	None
Issue Description:	
Date Initiated:	09/10/2018 09:43 AM ET
JCI Plant:	DC-Lithia Springs GA (6002)
Supplier:	AFCON
Issue Champion:	Anil Bhat
Issue Champion Email:	Anil.M.Bhat@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 by Johnson Controls Inc.

Sample For Reference Only
Sample For Reference Only

DMR Example

Johnson Controls - DMR

Issue Header

Issue ID : IRIS-BE-DMR-18002121 Initiated By : Anil Bhat +1 734 776 1161
 Date Initiated : 2018-09-10 09:43 AM ET
 JCI Receiving Plant : DC-Lithia Springs GA (6002) Division : BE
 Issue Origin : Receiving Dock Region, BU & CBUIPSU : North America, Building Technology & Services, BE - Building Efficiency
 Shift : First
 Severity : Normal
 Name of the Supplier Contact :
 Supplier Contact Title : Supplier Contact Phone Number:
 Supplier Contact Details

Issue Details

Issue Occurrence Date : 09/10/2018
 Supplier : ██████████
 Supplier Address: 26009 NETWORK PLACE
 MQR : None
 MQR Details :
 Picture for Reporting: ABF1FD48-64D8-4626-A439-DAD7A841A58F_(4).JPG
 Additional Attachments:

Defect Classification

Commodity : UNCATEGORIZED Header Level Error Code : Late Delivery to Lead Time
 Component : RECLASSIFY-NOT ASSIGNED-NOT SELECTABLE-DIR
 PO # : Ship Date : 2018-09-10
 Packing Slip # : 123456 ASN # : 123456
 Total Qty Received : 5000
 Potential Header Level Repeat Issue Id's : None

Are there Line Level Error Codes : No

Added DMR Parts

Inventory Transaction Completed : Yes
 Total Discrepant Quantity Equals Header and Line Level(s) : 5000
 Additional Issue Description :

Corrective Action

Issue Champion : Anil Bhat , +1 734 776 1161 , Anil.M.Bhat@jci.com

External Supplier :	Name	Title	Phone Number
	John Smith	President	555
	Email johnsmith@afcon.com		

4D Required : Yes 4D Due Date : 09/11/2018
 8D Required : Yes 8D Due Date : 09/21/2018
 8D Defect Type : Late Delivery to Lead Time

Added Notification List

Name	Phone Number	Email
Eva Mata	+1 915 629 6064	Eva.Mata@jci.com

Sample For Reference Only

Sample For Reference Only

Dos & 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. If you need more time please contact your Plant contact.
- + Always respond back using the 8D file attached to the email (Save this to your system as the new version). IRIS will not accept other versions
- + Always maintain an internal log for SMRRs & DMRs along with dates & names of people communicated with. Retain a copy of the email for your records. You may need this to help address any 8D/4D timeliness discrepancy
- + Use the RMA tab in 8D Excel file if necessary to provide all the information needed to return/scrap parts that are defective.
- Failure to respond in a timely manner may result in escalation within JCI Purchasing

SCB Email

QA - JCI - Supplier Charge Back - Issue Created at DC-Lithia Springs GA (0100) for KSM ELECTRONICS INC-000092@0100 relating to IRIS-BE-SMRR-18011662 - Action Needed: IRIS-BE-SCB-18000839: ghart@ksmelectronics.com ::cc:mario.porras@jci.com

Anil Mohandas Bhat
Today, 11:06 PM
AG-IRIS-QA

Reply all

Inbox



IRIS-BE-SCB-18000839...
39 KB

Show all 2 attachments (4 MB) Download Save all to OneDrive - Johnson Controls

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

This message is to inform you that a supplier charge back issue has been created and per the Johnson Controls Global Supplier Standards manual (<http://www.johnsoncontrols.com/suppliers/buildings/supplier-expectations/supplier-standards-manual>) you are expected to acknowledge this Supplier charge back event by 09/19/2018. 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 JCI or 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-BE-SCB-18000839
Program:	BlackHawk
Related Issue ID:	IRIS-BE-SMRR-18011662
Additional Issue ID:	
Supplier Charge Back Issue Description:	Cost of rework Cost of sorting
Date Initiated:	09/10/2018 01:33 PM ET
Supplier Charge back Response Due Date:	09/19/2018
JCI Plant:	DC-Lithia Springs GA (0100)
Issue Champion:	Anil Bhat
Issue Champion Email:	Anil.M.Bhat@jci.com
Supplier:	[REDACTED]
Contact notified at Supplier:	Gregg Hart
Supplier Contact Phone Number:	954 971-5900
Total Cost In Functional Currency:	2600

Below is the supplier charge back details in a PDF file. You may also find pictures 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 by Johnson Controls Inc.

Sample For Reference Only

SCB Example

Johnson Controls - Chargeback

Issue Header

Chargeback ID : IRIS-BE-SCB-18000839 Initiated By : Anil Bhat+1 734 776 1161

Date Initiated : 2018-09-10 01:33 PM ET Division : BE

*JCI Originating Plant: DC-Lithia Springs GA, 0100 North America, Building Technology & Services

Address : 2600 West Point Drive
Lithia Springs, GA - 30134

*Supplier Issue ID : IRIS-BE-SMRR-18071

Additional Issue IDs :

Date Notified: 2018-09-03

Comments: Spoke with John Smith rework at his location

Issue Details

Supplier: ~~XXXXXXXXXX~~

Supplier Address: ~~XXXXXXXXXX~~
XXXXXXXXXX, FL - 33324

Commodity: 15 - CABLE AND WIRE

PO #: 902660

ChargeBack Summary: Cost rework Cost of sorting

ChargeBack Start Date : 2018-09-10 ChargeBack End Date : 2018-09-10

ChargeBack Authorization Number : Program Name : BlackHawk

Picture Attachment: DSC06123.JPG

Additional Attachments:

ChargeBack Line Items

1. Admin Fee	Line amount	Total Cost
	0	0

2. Additional Costs Incurred

Cost Description see worksheet for more details

Cost (USD)	Total Cost (USD)
2600	2600

Comments

ChargeBack Summary

Functional Currency	Debit Memo Currency	Total Chargeback Amount in Functional Currency
USD	USD	2600

Supplier Details

SCB can be created for:
 Re-work
 Scrap
 Expedite shipping
 Additional Cost Incurred

Chargeback Champion : Anil Bhat+1 734 776 1161Anil.M.Bhat@jci.com

* External Supplier Contact Name * Title * Phone Number

Gregg Hart Account Manager 954 971-5900

* Email (Example.name@domain.com)

ghart@~~XXXXXXXXXX~~

Supplier Response Due Date : 2018-09-19

Purchasing Commodity Group:

Buyers associated with the selected Purchasing group

Name	Phone Number	Email
Mario Francisco Porras Galindo	+1 316 832 6322	Mario.Porras@jci.com

Added Notification List

Name	Phone Number	Email
Mario Francisco Porras Galindo	+1 316 832 6322	Mario.Porras@jci.com

SCBs can be created for re-work, sorting, SMRR/DMR Admin Cost, Line down, Expedite Shipping cost etc.

Sample For Reference Only
 Sample For Reference Only

Dos & Don'ts for SCB

- SCBs can be created for Re-work, Material Handling, Customer service
- Always respond to SCBs (Charge backs) 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)
- You need to provide the Plant issue champion with a CB (Chargeback) authorization number within the due date, so that the SCB can be processed expeditiously, except in case of SMRR and DMR debits Chargebacks which use RMA and 4D from suppliers for authorization.

Highlights

- SMRR Debit for the amount \$100 per SMRR can be issued by plants using the RMA number as authorization. This is clarified in the original SMRR email
- DMR Debit for the amount of \$250 can be issued per DMR by JCI Receiving Plant.
- See Letters to Suppliers from JCI Purchasing for more details.

Letter from Purchasing



April 19, 2018

Dear Johnson Controls Supplier,

Johnson Controls Building Efficiency is pleased to inform you of the continued use of IRIS (Issue Resolution Information System), a software to track resolution of quality and material issues. Processes that will be executed using this system include:

SMRR (Supplier Material Rejection Report)

- Used to document all nonconforming product received from suppliers by JCI Site
- Replaces existing Supplier non-conformance reporting documents such as SCAR, NCR etc.,

DMR (Discrepant Material Report)

- Used to document all Supplier Material Delivery issues experienced by JCI Sites
- Key focus on late and short shipments

SCB (Supplier Chargeback)

- Used to accumulate Johnson Controls extra-ordinary costs relating to either Quality or Delivery issues
- Capture SMRR and DMR administrative costs. SMRR and DMR admin costs are \$100 and \$250 respectively

4D and 8D processes

- The Corrective action process identified to document corrective and preventive actions
- 4D Disciplines: D-0 Problem awareness, D-1 Identify team, D-2 Describe the problem, D-3 Contain symptom
- Complete 8D: D-4 identify & Verify root cause, D-5 Select & Verify corrective actions, D-6 Implement and validate actions, D-7 Prevent Recurrence, D-8 Recognize Team

The goal of the system is to:

- Enable 8D compliance through visibility and automated notifications
- Reduce quality costs by decreasing the time between issue discovery and corrective action implementation
- Share lessons learned using a common corrective action system across JCI

Suppliers will receive an email from IRIS system as official communication of an issue at JCI site with the following details:

- A PDF document of the SMRR or DMR Issue Summary, including shipment details, problem description, problem location and person to contact at Johnson Controls
- 4D/8D Microsoft excel document to use in completing the 4D/8D process. This form must be used and returned via email to the JCI issue champion

Suppliers will continue to collaborate with JCI via Email on the 8D and any issues with SMRR/DMR details.

SMRR: (Non-conforming product)

1. The RMA (Return Material Authorization) number will be requested via email as well as disposition details on the SMRR. Examples are part disposition option (i.e. Return to supplier, scrap on site, etc.,) account numbers and address to ship product back
2. In order to recover in-bound freight incurred in the initial delivery of the rejected materials, Johnson Controls will issue a 4% chargeback, based on the value of material rejected. This percentage will stay constant at 4% and will not vary based on commodity, distance or material value. Outbound freight relative to replacement stock continues to be managed by the sites and is typically collected or debited back.

DMR: (Delivery Relative issues)

1. The calculation of DMR ppm score will be $[\text{total pieces discrepant}] / [\text{total pieces shipped}] * 1,000,000$. The total pieces discrepant could exceed the total pieces shipped on any given shipment if there are multiple issues per shipment and/or short shipments (where pieces shipped would be zero, and pieces discrepant would be the ordered quantity).

For questions or clarifications regarding any information contained in this letter, please send an email to Anil.M.Bhat@jci.com or antony.prabu.susai.michael-ext@jci.com.

Sincerely,

Terry C Nadeau

Terry C Nadeau
Group VP Procurement BE
Johnson Controls, Building Efficiency

Larry J Gaston

Larry Gaston
Director, Global Supplier Quality
Johnson Controls, Building Efficiency

Supplier Manual

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Supplier Manual (Cont)



Select a Country



Menu

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Supplier Standards Manual

The purpose of this [manual](#) is to communicate our requirements and expectations to our suppliers.

Click here to access the Supplier Standards Manual

Terms and Conditions

These terms and conditions of purchase apply to all suppliers, worldwide. Additions/Modifications will be made as they become available or applicable.

Global Terms and Conditions of Purchase

[Main File](#)

Issue Resolution Information System

Questions?