Lam Supplier Dashboard Training

July 2013
Introduction

- **Task**
  - Supplier Dashboard Portal is a web-based tool that allows suppliers and buyers to manage open orders

- **Why Important**
  - Maintain current delivery dates for open orders
  - Acknowledge new orders
  - Respond to MRP actions to pull, push, or cancel orders to meet need dates
  - Communicate and respond with buyers on certain parts or PO’s
  - Access forecast information, consignment, and JIT parts

- **When You Use It**
  - Suppliers should use dashboard daily to acknowledge new orders
  - Daily to acknowledge JIT releases
  - Maintain PO delivery dates on a daily basis – no past due dates
  - Weekly to update consignment delivery schedules
  - Weekly to review forecast information
Supplier Dashboard – Introduction

Dashboard Definition:
- A dashboard is a visual display of the most important information needed to achieve one or more objectives; consolidated and arranged on a single screen so the information can be monitored at a glance
  - Uses a traffic light approach
    - Red light = highest priority
    - Yellow light = medium priority
    - Green light = low priority
- This tool enables users to intuitively obtain information allowing them to monitor, manage and analyze key business process indicators and associated data
  - Monitor: Graphical indicator - traffic lights
  - Manage: Users take action and execute updates and changes directly from the dashboard
  - Analyze: Examine and explore information from multiple data sources
Similarities to Open Order Report

- Communicates MRP changes (PPC)
- Ability to confirm PO’s
- Provide updates to price, qty, and delivery date
Differences with Open Order Report

- Dashboard contains real time information and open order report is sent out once per week
- Ability to split delivery lines
- Communication with Lam buyers is done through the Dashboard in real time
- Comments and notes are saved with the PO
- Dashboard suppliers can make mass updates by downloading their information from the Dashboard and then uploading all of the information via upload template
Supplier Dashboard – Introduction
General System Requirements

- Recommended minimum system configuration for optimum performance
  - Pentium 4
  - 1.5 GHz processor speed
  - 512 MB RAM
  - Internet connection speed - 1.5Mbps dedicated and not sharing unless on a faster network (T1, DSL, Cable)
  - IE version 8 (Note: IE version 9 is incompatible)
    - If you are using IE 9, you may need to modify security settings and/or pop-up blockers to get full functionality
Supplier Dashboard Cheat Sheet – Hot links

- PO Type Definitions
- Shortages
- Open Orders
- Expedited Pulls
- Supplier PO Acknowledge
- PO Response Issues
- PO Data Mismatch
- RTV PO Aging
- PPC Grid
- JIT
- Communication Codes
- Supplier Scorecard
- PO Detail Page
- Definition of dates – Prom, Due, Need
- Steps to download and upload data into the dashboard
Supplier Dashboard – Login Page

- Each supplier can have up to 10 unique log ons per supplier code
  - E-mail addresses must be a corporate e-mail address. (no personal e-mail accounts)
  - For any issues with Supplier Dashboard or MyLam, please email GSCMSupplier@LamResearch.com
  - Global Supply Chain Management will be responsible for:
    • Mandatory change the password every 90 days
    • Adding and deleting new users who need to access the dashboard and MyLam

- How to Login?
  - please email GSCMSupplier@LamResearch.com to add or remove users for dashboard access
  - Access dashboard at URL https://portal.mylam.com (subject to change)
  - Enter your “User ID” and “Password” as indicated on the above screen and click on “Log on”
Layout and Navigation – Welcome screen

- After login the welcome page is displayed with the following information:
  - Link to training material
  - CE! Training Material
  - Supplier Routing Guide
  - PO T’s & C’s

Welcome to the Supplier Information Portal

This system provides a single point of access for key supplier actions and procurement performance reports and analytical tools.

Weekly Supplier Dashboard Downtime
Supplier Dashboard is down every Saturday at 11:45 PM PST until 6:15 AM PST for maintenance. You will not be able to access or make changes during this time period. Please plan around this downtime for your updates/changes. Any questions, please send an email to GSCMsupplier@lamresearch.com. Thank you.

General instructions:
After logging into the Dashboard Portal, navigate to the appropriate link located on the blue header at the top of the page.

For new user MyLam or Supplier Dashboard access issues, please email GSCMsupplier@lamresearch.com for assistance.

Training information for using the Dashboard System can be found here.

Training information for Copy Exactly (CE!) can be found here.

Supplementary Materials for Copy Exactly (CE!) for Lam Suppliers can be found here.

Supplier Routing guide for supplier inbound shipments can be found here.

Purchase Order Terms and Conditions can be found here.

If you have any questions regarding the usage of the Procurement Dashboard System, please contact one of the following people:
Layout and Navigation – Welcome screen

- After login the welcome page is displayed with the following information:
  - Lam contact information
  - Lam messages for suppliers
    - New messages are shaded green and will remain green for 7 days

If you have any questions regarding the usage of the Procurement Dashboard System, please contact one of the following people:

| Contacts: |
|------------------|------------------|
| Supplier Dashboard Training, Mylam Training, & Supplier Scorecard Information | Buyer or Supply Chain Business Manager |
| PR and Quality Related Information | Supplier Engineer |
| Spares Customer Service web site | http://spares.mylam.com |
| or email e_spares@lamrc.com |

Company information according to Austrian legal requirements:

Lam Research AG
SEZ-Straße 1, A-9500 Villach, Austria
registered office in Villach, commercial court of Klagenfurt
FN 105755y, DVR 0697389

<table>
<thead>
<tr>
<th>Date</th>
<th>Message (Messages posted in the last 7 days are displayed in green)</th>
</tr>
</thead>
</table>
| 5/17/2013 | Dear Supplier,  
Please review the attached letter regarding Lam's SAP integration update for common Lam and Former Novellus Suppliers. Please contact your Lam Buyer or Supplier Business Manager with any questions. Thank you.  
Global Supply Chain Management  
Lam Sap Integration Update May 2013.docx |
| 1/2/2013 | Dear Lam Supplier,  
Lam will be conducting system maintenance Saturday January 5th 2013 06:00 AM through Sunday, January 6th 2013 3:00 PM Pacific Time. Due to the system updates, SAP PRD,GTP Applications and MyLam Supplier Dashboard unavailable during this time. Please DO NOT try to access during these periods. If you have any issues or problems after the updates are complete, please send an email to GSCMsupplier@lamresearch.com. We apologize for any inconvenience.  
GSCM  
GSCMsupplier@lamresearch.com |
To use the Supplier Dashboard screen:

- Select from various filters using dropdown menus indicated above
- Click “Search/Refresh” button to populate the dashboard and display information
  - Dashboard will populate with real-time data
  - The Dashboard will time out after 20 minutes of inactivity
    - User will not be logged out and can click any tab to refresh the portal
- New Forecast 1 displays forecast for all parts coded to primary supplier in source list
- The ‘Save Default Values’ button allows users to customize and save their filters
- The PO data, forecast 2, and JIT check boxes allow users to search for data faster by unselecting these options (default is to show all)
Purchase Order Types - Definitions

- **Standard PO’s**
  - Begin with 45xx
  - Regular inventory parts for example
  - Cons PO’s

- **Repair/Rework/Return To Vendor (RTV) PO’s**
  - Begin with 41xx
  - Parts returned to a supplier to be repaired/replaced

- **Expense PO’s**
  - Begin with 47xx
  - Expensed items typically for Engineering projects or internal orders

- **Framework PO’s**
  - Begin with 48xx
  - Doc type FO = Framework order

- **Scheduling Agreements**
  - Begin with 56xx
  - Releases sent to supplier to deliver specific quantities and dates
  - Used for Just In Time (JIT) parts

- **Be aware of bill to and ship to addresses on PO’s**
Layout and Navigation – Supplier Dashboard Screen

- **PO Type Filters**

  **Type code** allows filtering by PO type

  - **All**: All PO types
  - **Non Consignment**: All except consignment POs
  - **Non Cons, Non RMA**: All except consignment and rework RMA POs
  - **RMA**: only rework or returned RMA POs, 41xx, 45xx or 47xx
  - **Cons**: only consignment orders

  *Non Cons, Non RMA filter will be most useful for “regular” order management*

  *RMA filter will be most useful for rework & returns order management*

  *Consignment orders are visible but must be managed using Forecast 2*
Layout and Navigation – Shortages

- **HOT1 (Red):** Prioritized Hot Shortages that have *not* been responded to
  - Machine Down or Flagged Hot
  - Supplier needs to expedite and confirm the delivery date immediately
  - Action will remain in the HOT1 bucket until the buyer takes action by entering a Done Code

- **HOT2 (Orange):** Prioritized, Hot Shortages that *have* been responded to
  - Machine Down or Flagged Hot
  - Buyer has entered a Done code
  - Dashboard will maintain visibility to these shortages until they are delivered by supplier

- **EXP (Yellow):** Shortages with expedited receiving priority
  - Priority set by buyer to invoke fast receiving process
  - Dashboard will maintain visibility to these shortages until they are received in SAP

- **Total (Blue):** All shortages including those with a standard shortage (SHT) priority

Clicking on any number will bring up PO detail view for those items

**Target Metrics:**
- 98% of Shortages executed within 5 days
- 95% of HOT shortages executed within 1 day
Layout and Navigation – Open PO’s

- **PD(>3D) (Red):** All open POs, past due (PD) for more than 3 days
- **PD(<=3D) (Orange):** All open POs, past due for less than or equal to 3 days
- **Due (Green):** All open POs, due either today or the following business day
- **Total (Blue):** Population of all open POs.

Clicking on any number will bring up PO detail view for those items

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<th>PD(&gt;3D)</th>
<th>PD (&lt;=3D)</th>
<th>Due</th>
<th>Total</th>
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**Target Metrics:** 95% of all Open PO Line Items have a current due date

100% all Line Items that go past due are corrected in <= 5 days
Layout and Navigation – Expedited Pulls

- **Hot**: Pull messages that have been flagged as Hot by either manufacturing or spares
  - Soft shortages – parts that are not currently short but will be short or may impact a customer shipment if they cannot be pulled in

- **Responded**: Displays the expedited pulls that the buyers has already responded to the request

- **Total (Blue)**: Population of all expedited pull messages

- Clicking on any number will bring up PO detail view for those items

**Target Metrics**: 95% of hot expedited pulls are responded to within 24 hours
Layout and Navigation – Supplier PO Acknowledge

- N2 (Red): POs not acknowledged by suppliers for greater than or equal to 2 working days
- N1 (Yellow): New POs not acknowledged by suppliers
- Total (Blue): All POs not acknowledged by suppliers regardless of age
- Clicking on any number will bring up PO detail view for those items

Target Metric: PO’s acknowledged within 2 business days
Layout and Navigation – PO Response Issues

- R messages are PO response messages
  - Problematic POs
  - Supplier does not agree with price or date
- R1 (Orange): Supplier price different than PO price
- R2 (Yellow): Supplier and buyer date does not agree
- Total (Blue): Total population R messages
- Clicking on any number will bring up PO detail view for those items
- PO’s will stay in this condition until the Buyer and supplier have agreed on the price and/or date.

Target Metric: within 2 business days
Layout and Navigation – PO Data Mismatch

- **Rev (Red):** PO P/N line item revision does not match current P/N revision, no RP Code entered
  - RP = Responded but there is a problem
- **Prom (Red):** PO line item due date does not match promise date, no RP Code entered
  - If supplier responds and date does not match date on PO, it will be displayed here
  - This will count against a supplier’s on-time delivery performance score unless resolved between the Buyer and supplier
- **RP (Green):** One or more mismatch exists, RP Code has been entered
  - Clicking on any number will bring up PO detail view for those items

Open Purchase Orders with a mismatch between promise/due or current revision

- RP1 = Rev OK
- RP2 = Promise date verified
- RP3 = Rev OK & Prom date verified

NOTE: If a PO Line item has both a Revision mismatch and a Promise / Due Date mismatch, it will show up in both the Rev and Prom buckets - An RP3 code must be used to completely clear it

Target Metric: No metric defined
Layout and Navigation – RTV PO Aging

- >90D (Red): 41XX POs that have aged over 90 calendar days since creation
- 31-90D (Orange): 41XX POs that have aged 31 to 90 calendar days since creation
- 0-30D (Yellow): 41XX POs that have aged 0 to 30 calendar days since creation
- Total (Blue): Total population of open 41XX POs
- Clicking on any number will bring up PO detail view for those items

Target Metric: 80% of all open RTV PO’s (41xx) received in <= 30 days
No PO’s aged > 90 days
Layout and Navigation – Grid Functionality

The colored button (         ) indicates which Grid is displayed
  – Click on the number beneath each button to change the Grid view

Grid areas highlighted in Red, Orange, or Yellow (peach) indicate urgency with Red being the highest
  – Buyers should take action against all items in the Active Grid Area based on priority

Pull Gap (Calendar Days) (Y axis): This is the gap between Due Date and Need Date
  – <7D: Means that the gap between due date and need date is less than 7 calendar days
  – 7-14D: Means that the gap between due date and need date is equal to or between 7 and 14 calendar days
  – >14D: Means that the gap between due date and need date is greater than 14 calendar days
  – Total: Population of all POs with message type selected (example, push, pull or cancel)
Layout and Navigation – Grid Functionality

- **Pull Aging Buckets (Factory Days) (X axis):** This is the aging of PO line items with Pull message
  - <2D: Means that the PO line items with a Pull message that have aged less than 2 days
  - 2-4D: Means that the PO line items with a Pull message that have aged equal to or between 2 and 4 days
  - >/=5D: Means that the PO line items with a Pull message that have aged greater than or equal to 5 days
  - All: Sum of all outstanding MRP messages (needing action)
  - Total: Shows all MRP messages (outstanding and executed)
    - Includes those with Done Codes entered

- **Watch:** Removes the message type from active grid. However, action remains open for both buyer and supplier until it is resolved
  - Watch code is set by buyer to monitor follow-up required from supplier

- **Push and Cancel bucket:** have the same functionality as the Pull bucket previously explained
Layout and Navigation – Grid Functionality

- New MRP messages will initially appear in the <2 Days column
- As messages age they move from right to left and top to bottom

Other points:
- Messages will not move out of the measured grid area until an action takes place (e.g. enters a done code)
- Final done code stops message age
  - Once a final done code is set by buyer, message will be removed from active grid area
  - Final done code remains unless MRP message changes types (i.e. Pull becomes a Push)
  - Removing a final done code will revert to the age at the time the done code was set
Layout and Navigation – Grid Functionality

- Gap changes may complete one action and create a new action
  - Caused by PO Date or MRP demand change
    - If a gap changes enough to move the message into a new gap bucket (row) AND there is no final done code entered then that message will start aging as new

- MRP messages changes type (i.e. Pull to Push)
  - Original message type will close, new message type will start new
  - Done code on the PO will be deleted by system and new message will begin aging as a new message
Layout and Navigation – Just In Time (JIT) parts

- For JIT parts, click number of JIT parts.
- Results: The grid will display all of the JIT part deliveries and the zones they fall into.

<table>
<thead>
<tr>
<th>Push/Pull/Cancel/Place/Forecast2</th>
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<tbody>
<tr>
<td>Pul</td>
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<td>460</td>
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</table>

The X-axis displays when the parts are due to arrive
The Y-axis displays the zone the parts are in
Click on the number to see the part details and scheduling agreement deliveries
Layout and Navigation – Just In Time (JIT) parts

- Click on the number to see the part details and scheduling agreement deliveries
- JIT details display the part numbers, qty’s due, and the week’s they fall into
- The colors represent the different zones:
  - **RED** = Firm Zone
  - **YELLOW** = Trade Off Zone
  - **GREEN** = Free Zone
Layout and Navigation – Just In Time (JIT) parts

- Selecting the line and then clicking on PO details will display the delivery schedule and scheduling agreement details.

- Clicking on Update or the Qty Due link opens up the Update PO details screen.

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<tr>
<th>T</th>
<th>Done Cd</th>
<th>PO Number</th>
<th>Line</th>
<th>Schd</th>
<th>Material</th>
<th>Qty due</th>
<th>UOM</th>
<th>Prom Dt</th>
<th>Due Date</th>
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</table>
Layout and Navigation – Just In Time (JIT) parts

- Suppliers will not be able to make changes to price, qty, and date in the dashboard. Updates to scheduling agreements will need to be made directly into SAP by the Lam Buyer.
- Suppliers can only acknowledge the JIT release, add comments, and use the communication codes.
Layout and Navigation – 47 PO’s

- Counts various categories of 47XX Type Purchase Orders
- On/Off type of lighting – No prioritization
  - RPM: Counts Rapid Prototype Material orders
  - ERF: Counts Engineering Request Form orders
  - DMRF: Counts Development Material Request Form orders
  - Total: Total population
- Click on any number to go to the PO details View
- 47xxx PO’s are expensed PO’s and are generally not driven in MRP

Target Metric: No metric defined
Layout and Navigation – PO Communication Messages

- **Communication codes**
  - C1 = Buyer needs supplier input
  - C3 = Supplier needs buyer input
  - C4 = Supplier Problem Report (PR) or parts problem
  - C5 = Supplier made a change to a C1 or hot shortage and saved changes. This alerts the Buyer to review what changes the supplier made.
  - C8 = Supplier OK to cancel PO
  - C9 = Buyer blocked input
  - CR = Core received by supplier

- Click on any number to bring up PO details View

- Communication codes are used by the Buyers and Suppliers to “flag” certain orders to be reviewed. This is used in addition to the traffic light signaling to prioritize PO's for Buyers and Suppliers to take specific action.

**Target Metric: No metric defined**
Supplier dashboard portal provides supplier with OTD and quality (PPM) scores and data

- On time Delivery (OTD)
  - 13 month OTD score
  - 13 week OTD score
  - Delivery detail score (includes PO numbers, qty’s, and dates)
Layout and Navigation – Supplier Scorecard Dashboard

- Supplier dashboard portal provides supplier with OTD and quality (PPM) scores and data
  - **Quality**
    - 13 month quality score
    - 13 week quality score
    - Quality detail score (includes NCR numbers)
Layout and Navigation – PO Detail Page

- Click on any of the numerical values below the colored buttons to view the details for that category
  - Example: Click the ‘1’ beneath the HOT2 button to see a detailed view of the HOT2 Shortages
- Detail Views are accessed in this manner for all PO related activities including the Push, Pull, Cancel Grids
Click here to download open orders to Excel

Click here to upload open order report

High level details
For up to ten line items at a time

Users may need to scroll to the right to see entire view

Additional detail for the selected line item
Steps to upload Open Order Report
- First use PO Upload Excel Template file

Non-Dashboard Suppliers provide updates in columns in upload template file

File must be saved as a Microsoft Excel version 97-03 .xls version
- If you save as any over version the upload will not work
Non-Dashboard Suppliers provide updates in columns in upload template file
- Buyers upload open order report returned from supplier in order to add the supplier updates to the dashboard

Next click on PO Excel upload to upload the data from the spreadsheet
Choose file to upload, then click
Then click accept
And then
Supplier refreshes open orders in the dashboard

After clicking on upload and choosing the file to upload, dashboard will check against current open orders.

Any error messages will be displayed.

- **GREEN** = changes are ok and will be updated
- **YELLOW** = no changes made
- **RED** = error in trying to update and PO line item will not be changed

### Upload PO's

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<tr>
<th>PO Number</th>
<th>PO Line</th>
<th>Schd Line</th>
<th>Material</th>
<th>Supplier Price</th>
<th>Qty Due 1</th>
<th>Supplier Due Date 1</th>
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**PO Comments Message**

- Line OK.
- Nothing changed.
Update: Clicking this is the same as clicking on the qty link. This link will take you to the PO details update screen for the selected line item.

PDF Format: This will open up a copy of the PO in .pdf format.

Quantity Ordered: Applicable for RAM PO's (Return Authorization Management).

Part Drawing: Opens the spec sheet for the selected line item part number.
**Due Date**: Due date is the date the part will arrive on Lam’s dock. Red due date means line item is Past Due.

**Prom Date**: Promise date is the supplier’s committed delivery date and the date used to measure on time delivery performance. Red prom date means the Promise Date does not match with Due Date.

**Need Date**: Need date is driven by MRP. Need date is red means Need Date is in the past.

An entire row is highlighted in pink: Means that you have a change pending to save. Must hit “PO Save” to finalize these changes.

An entire row is highlighted in orange: This is the line that is currently displayed in the lower half of the detail view.
1. Click the “Update” button at the bottom of the details view to go to the PO update screen.

2. Make the desired changes to the PO. Note that updates can only be made to the fields that are not grayed out.

3. Click “Save & Done” once your PO Updates have been entered OR “Save & Next” will take you to the next line item per sorted order.

Click “Done” to exit this page without making updates.
### Layout and Navigation – PO Detail

- After clicking on “Save and Done”, user will be directed to the PO detail screen
- User must select “PO Save” in order to save the changes
- A “Save Confirmation” dialog box will appear
  - “Close” the dialog box to continue

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<th>UOM</th>
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Layout and Navigation – MyLam Screen

- Click on MyLam tab to go to the MyLam screen

- User will then access the MyLam site with links to other screens and information
Expert Advice

- **Best Practices**
  - Acknowledge new orders within 2 business days
  - Try to meet the need dates for all open orders
    - Expedite shortages to best possible delivery dates
  - Maintain current delivery dates – no past due dates
  - Respond to price and date issues and resolve with Lam Buyer

- **Tips & Tricks**
  - Use communication codes to communicate with Lam buyers
  - Save and save often – dashboard will log you out after 20-30 minutes of inactivity
  - Work with buyers for promise date mismatches so they don’t negatively impact supplier scorecard
Summary

Key Takeaways
- Acknowledge new orders within 2 business days
- Expedite shortages – pull in to best possible delivery dates
- Provide new delivery dates for past due orders – no past due dates
- Respond to C1 messages from Buyers
- Identify any PO line items for Buyer review using the C3 communication code
- Respond to PO’s with issues for price (R1) and/or date (R2)
- Track aging of RTV (return to vendor) PO’s – do not let them age > 30 days
- Resolve promise date mismatch issues with your buyer so they do not negatively impact your OTD scorecard
- Submit Problem Reports (PR’s) when needed to resolve documentation issues or for deviation waiver requests. Do not ship product to Lam until Authorized Supplier Action (ASA) has been approved by Lam buyer.

Business Impact
- Suppliers who manage their dashboard effectively will meet Lam scorecard metrics and generally awarded more business from Lam
Innovative Technology
Trusted Productivity
Fast Solutions