

**SUPPLIER DAY 22 May 2018**

**Workshop 3 – Delivering to Team Leidos – Right First Time**

**SUPPLIER ISSUES/ Q&A**

QUESTION	ANSWER
<b>Pallets and Packaging</b>	
<p>Deliveries of 25L drums of (for eg) hand sanitiser or 1 Ton of lead acid batteries require banding or the loads are unsafe.</p> <p>We deliver irregular shaped items, items which over-hang (eg rolls) so cannot be compliant and are receiving many NCRs. What do you want us to do about these?</p>	<p>For H&amp;S and operational reasons, we require clear shrink wrap and not banding. However, we recognise that certain products have specific requirements. For example, any cartons or boxes over 12kgs or non standard items/supplies, should be banded to the pallet and shrink wrapped to keep the product clean. Pallets should be right sized for stock so that no overhang exists (overhanging stock is a contributory factor to incidents of damage in transit or storage). However where this is not possible, you should seek guidance when booking your delivery. Clear shrink wrap has been requested to facilitate the warehouse counting stock and viewing labels and barcodes on receipt in an efficient manner. We understand though that in some cases it might require opaque shrink wrap to be used as a method of limiting the effect of sunlight on the product.</p>
<p>We cannot deliver without mixed pallets or banding</p> <p>How do you want mixed NSNs on a pallet to be packaged? We currently have layers of boxes with corrugated cardboard between them – is that ok? What about the labels – we aren't sure if our labels are correct so can you help?</p>	<p><b>Mixed Pallets</b></p> <p>It is recognised that there will be instances where it is impractical to layer as described in the Supplier Manual as a result of limited quantities or stability issues. In such cases we will accept and process mixed pallets as long as they are conforming in all other aspects but will NCR(T)/quarantine them for statistical purposes unless agreed otherwise.</p> <p>It is requested that all NSNs of the same nature be located together on the same pallet, where consignments have the same NSN spread between multiple pallets but the quantity is small enough to be on one pallet, they will be NCRd and quarantined until rectified.</p> <p>Shrink Wrap and Banding – please see above.</p> <p>For questions about a specific delivery issue please contact your CSS Supply Chain Co-ordinator in the first instance.</p>
<p>Previously labels for items over 3kg had to have the weight on – this isn't included in the SM so is it not needed?</p>	<p>The Supplier Manual references all current MoD policy either directly or through referencing appropriate MoD publications. Therefore the need for labels indicating</p>

	items are over 3kgs remains extant through current MoD policy.
We receive supplies from Germany on NATO pallets which are then delivered to you. Can we get these back?	At the moment it is not possible to return pallets but this is being looked into.
Why do you still use NATO pallets for delivery to FLCs?	NATO pallets are not used for deliveries to FLCs. We are using 1 Tonne wingless pallets for Amy and RAF and 1 tonne winged pallets for the Navy in accordance with BS ISO 18334. The mention of NATO pallets in the Supplier Manual is an error and will be rectified shortly.
What exactly do you mean by 1 NSN per pallet?	Suppliers should try to segregate NSNs, but where this is not possible. If mixed pallets are approved, all of any one NSN should be on one pallet and not spread across different pallets and all labels should be facing outwards. If this is not possible suppliers should contact their CSS point of contact with full details so that discussions can be held about the best way to proceed. For the longer term CSS will look at ordering in pallet quantities. Where orders are already being raised to meet pallet quantities, deliveries must be made to meet a complete pallet quantity.
We need to know more details about the PPC. How do we clarify this?	We have not yet defined PPC for all items. Suppliers should continue to deliver in accordance with the packaging requirements of the contract/purchase order.
<b>Booking in</b>	
Unable to make deliveries via courier currently due to requirement for booking ref on paperwork – Parcelforce aggregate delivery requirements from different customers.	A single booking reference can be used on all paperwork for aggregated delivery requirements from different customers.
Why are we being asked for the make of vehicle when booking a delivery? This isn't in the SM	It is recognised that the driver and vehicle details may not be known 24hrs in advance, in such cases the advance notification should still be made but we will accept an email or call up to 30 mins before the delivery is made to confirm driver/vehicle details. Where a supplier can provide a list of vehicles and drivers in advance to the Delivery/Booking Clerk at the depot the delivery is being made to (see Appendix Section of the Supplier Manual for Delivery Address and Contact List details) the drivers and vehicles can be cross referenced on arrival which will negate the need to provide such details for each delivery via call or email as described above. Such lists must be kept up to date, any drivers/vehicles not on the list will be refused entry unless an email or call is received up to 30mins before the delivery is made as described above.
<b>Process</b>	
We don't know who to contact to discuss our issues or when we have asked	You should raise questions to your usual CSS Commercial or Supply Chain point of contact.

questions we haven't received responses.	
Who is the point of contact if I do not have a contract with you?	The Supply Chain Co-ordinator whose details are provided on the PO.
Exception Process? How long does the Exception Process take? We have been waiting for a response for some time and this is holding up your deliveries.	<p>The Exception process is an internal process and exists to identify the areas where a supplier cannot meet the standard of the Supplier Manual for a particular NSN or group of NSNs. On receipt of an Exception request the Depot will review the extent of the non conformance and any additional effort it drives into the operation as a consequence of rectification. The Exception process is not a waiver to the Supplier Manual standard but a method of agreeing that the Supplier Manual standard will not be met and that rectification will take place on receipt without the need to refer to the supplier for an agreed period. Exceptions will not be subject to NCR(T)s once approved. Any issues should be discussed in the first instance with your customer's Commercial Team and Supply Chain Co-ordinator.</p> <p>The exception process is currently on hold whilst we work on enhancements which will be rolled out shortly. ** In meantime stock can be brought in with best endeavours to meet the Supplier Manual requirements. Where NSNs are deemed to be non-compliant they will be NCR'd and reworked by depot staff upon receipt to meet Supplier Manual standards.</p>
No-one told us that the Supplier Manual was going live	If you have a contract with us you should have been informed by letter from the Commercial Officer who manages your contract. We accept, however, that communication to off-contract suppliers has been patchy and we apologise for that.
Are NCRs provided for information or is corrective action required?	NCR information is provided to CSS who are then responsible for working with suppliers to take corrective action.
Who is responsible for taking the corrective action	Depots will take corrective action upon receipt for a limited period whilst the Supplier Manual is bedded in. In the meantime every effort is to be made by the suppliers to comply with the Supplier Manual. In the future the exception process will look to create agreement where suppliers are not able to meet Supplier Manual requirements and cost of rectification can be approved.
We recently responded to a tender which wasn't at all clear about the requirements of the SM or whether these would be part of the evaluation and if so how.	We recognise that this was the case previously and we now have some agreed wording for tenders which will make clear how the SM is to be reflected and how compliance will be taken into account.
There has previously been talk of backloading – what is the current status of this?	This is still an idea which is being investigated and we will talk to suppliers about this if we decide to take it further.

<p>You are currently on V3 of the Supplier Manual – how do I know when you issue a new version what has changed since the previous one and whether that will have an impact on my contract?</p>	<p>You should discuss this with your contract manager. We plan to include a brief executive summary highlighting any material changes from one version to the next when we issue a new version. All previous versions are visible on the LSL portal for reference purposes.</p>
<p>Do you realise that your tender process/lotting strategies could lead to inefficiencies with deliveries?</p>	<p>Yes, that will be part of the trade offs considered at the sourcing strategy stage.</p>
<p>We are very frustrated as we have been asking questions for some time and not had any responses. Some of the detail required to implement your SM is not clear – eg when you say “PO Number” what number do you mean – we are now receiving POs with 4 numbers on them? Also we deliver to Sea and Air customers as well as TL and it is not reasonable to expect us to adapt our systems cope with different requirements.</p>	<p>We apologise for the lack of response. Now that this has been escalated we will action asap. For PO numbers, if you have a CP&amp;F PO you should use the CP&amp;F PO number. If you have a Team Leidos PO you should use the TL PO Number (6 digits).</p>
<p>We also deliver to a prime contractor to a DE&amp;S customer who then makes deliveries. This supplier is unaware of the SM or that their deliveries should comply.</p>	<p>The CMO within LDOC are responsible for communicating to DE&amp;S Project Teams. We will raise this with them and ask them to re-issue communications to these. We will also use the Team Leidos Customer Relations team to emphasise this.</p>
<p>Where are you with GS1/PEPPOL – this impacts all MedTech suppliers. Also “ScanforSafety” which is a legal requirement by 2020 for all Class 3 medical devices</p>	<p>We are looking into the implications of these DoH requirements.</p>