



## LeenTech's online Supplier Recovery system

Designed for manufacturers of capital equipment or valuable, complex machinery with a large or world wide supplier network. LeenRecovery improves the recovery of part failures costs and preventive actions reporting from suppliers.

LeenTech's' LeenRecovery system is a web based management system that either used on its own or integrated with LeenWarranty system scales to the size of your business and allows you to effectively resolve, manage and measure critical metrics for optimising costs arising from warranty claims. It can also be extended using LeenWarranty so that warranty claims arising from outside suppliers' quality issues and can be effectively managed and costs recovered.



### Fault Reporting - Diagnosis and rectification

Timely and detailed fault reporting whether it originates from externally raised Warranty claims or internal raised Reject Notes is critical to rectifying design and product failures quickly. LeenRecovery brings manufacturers and suppliers together to resolve problems in a systemic and transparent way.

### Email Alerts

Suppliers are notified of Reject Notes raise by the Email Alerts system and then reminded to complete preventive actions at intervals. The suppliers logins into the LeenRecovery system to see a complete list of all outstanding Reject Notes and to which he can then add comments and documentation.



### Improve manufacture and supplier relationships.

Using LeenTech's web application means everyone is working from the same data and the process is transparent to all sides. Allowing dealers and suppliers to work with the manufacture to solve problem and reduce the misunderstanding through improved communication.



# Workflow



- ▶ Controls the raising and preventive action and closure of the Reject Notes between the supplier and the manufacture.
- ▶ A supplier sees a complete list of all outstanding Reject Notes and to which he can then add comments and documentation.
- ▶ Manages the discussion between the manufacture and its suppliers, until the issue is closed.
- ▶ Links with our LeenWarranty product, so reject notes can be created from warranty claims automatically where appropriate.



## Email Alerts

Suppliers are notified of Reject Notes raise by the Email Alerts system and then reminded to complete Preventive actions at intervals. If the there is no supplier response to the email alerts an escalation emails is sent to Q&R managers.

# Single Data source

- ▶ All data relating to the claim in one place.
- ▶ Creates transparency in processing Reject Notes.
- ▶ Provides a communication trail, storing supplier and manufacturer comments on each Reject Note.
- ▶ No need to track down emails, every aspect of the Reject Note is stored on the system.
- ▶ Load photos (jpeg), PDF documents, MS Word, Excel and most file types to claims. All supporting evidence is store with the Reject Note online.



# Reporting

## Fault Reporting - Diagnosis and rectification.

*"Reject Note data is often collected in some detail, but it is not accessible to management and engineers easily."*



- ▶ Manufacturers can see a complete list of all outstanding reject notes and responses or lack of them from the suppliers at any time.
- ▶ Supplier can see reports list all or all outstanding Reject Notes at any time and can use the information to chase back up their supply recover cost using the data.
- ▶ Diagnosis and rectification – Manages the discussion between the manufacture and its suppliers.
- ▶ Flexible reporting – create your own reports using Microsoft Access. Access is a common skill in most IT departments and by many managers; facilitates report combination.
- ▶ LeenTech can provide basic training in query and report writing or can help with ad- hoc queries as part of a monthly maintenance fee.
- ▶ Bespoke KPI report can be created for senior management to monitor recovery and outstanding issues.



## Benefits

- ✓ Speeds up Reject note turn around time.
- ✓ Improved Reject Note processing productivity.
- ✓ Improved accuracy and transparency of Reject Note process.
- ✓ Automated Email Alert Reject Notes raised with follow up reminder emails
- ✓ Improved preventive actions and supplier relationships.
- ✓ Helps suppliers track issues and in turn raise issues with their suppliers.
- ✓ Improved Fault Reporting to suppliers and production, so faults are rectified faster.
- ✓ Improved Supplier cost recovery from Warranty claims with LeenWarranty.

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Further details about the LeenRecovery can found on [www.warrantysystems.co.uk](http://www.warrantysystems.co.uk).