



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH II
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HER MAJESTY QUEEN ELIZABETH
THE QUEEN MOTHER
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



BY APPOINTMENT TO
HIS ROYAL HIGHNESS THE PRINCE OF WALES
MANUFACTURERS OF DAIMLER AND JAGUAR CARS
JAGUAR CARS LIMITED COVENTRY



Jaguar Cars Limited, Browns Lane, Allesley, Coventry CV5 9DR, England Telephone 01203 402121

MacDonald Humfrey Automation
Bolton Road
Luton
LU1 3HY

15th June 1999

For the attention of Keith Mills

We have implemented F.T.P.M. (Total Productive Maintenance) within Jaguar. Your company is one of the top twenty suppliers of parts/equipment to the Plant Engineering/Maintenance operation. We have a mutual interest in continuously improving the performance of our equipment and this letter is a request for your help in achieving this.

Until now, when a part fails, we have normally repaired or replaced it. Little attempt has been made to share information with yourselves in order to jointly improve the reliability of our equipment. We have not operated a formal feedback system to suppliers, contact has been ad hoc.

We have implemented a system which will share parts failure information with our suppliers. We want you to help by identifying corrective and preventative action to improve reliability. This may result in us making adjustments to our internal application of the part, or changing to a part to a higher specification or maintaining the part better. It may result in you improving the part manufacture or design. Either way, the result is improved performance and reliability.

To make the process work, it needs to be collective. We need a contact at each supplier who we can share information with. On behalf of Jaguar Production Operations, I propose to hold a session with key suppliers to map out the process and agree how we can move it forward.

This process is known as FRACAS. If you have attended a previous session, could you confirm the date and location. If you haven't, could you nominate a technical representative who could attend this session. At this stage, we are simply intending to formulate the process. I will then publish an agreed flow chart for your formal buy in.

Yours sincerely,
for JAGUAR CARS LIMITED

Manager
Plant and Production Engineering
a:suppliers



DIRECT TELEPHONE

FAX

EMAIL