



Introduction



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Background

- **IATF started the data analytics project in August 2018 to build dashboards for the OEMs, Oversight offices, and certification bodies to help all stakeholders manage the scheme more effectively**
- **Approved as an IATF strategic initiative in October 2018 under the scheme effectiveness strategic imperative**



How will data analytics drive scheme effectiveness?

- **Providing CBs and Oversight offices with “purpose-driven” data**
 - Supplier performance to the IATF OEMs
 - Compelling visualization that tells a story
 - Focus CBs and Oversight offices on where actions are needed
- **Connecting the dots**
 - Looking at linkages between performance to the customer, previous CB audits, supplier’s certificate status and effectiveness of the corrective action process
 - Viewing historical data
- **CBs intervene when data suggests that a supplier’s quality management system may be “off track” in between audits**
 - Regular follow-up with suppliers (i.e. emails, conference calls, etc.)
 - Focus on effective actions to move the suppliers from red → to green
 - Provide appropriate help and support to suppliers before they lose certification



How will data analytics drive scheme effectiveness? (2)

- **If the supplier fails to improve, defining when certificate should be withdrawn**
- **Develop appropriate key performance indicators (KPI) to measure CBs and Oversight offices on improvements in the supply base performance**
- **Collaboration and feedback loop between CB, their relevant Oversight office, and participating OEMs**
- **Real power comes from full scale adoption**
- **When everyone pulls together, the results can be remarkable!**
 - Show the value of IATF 16949 certification to the auto industry
 - Be a benchmark for other industry sectors



What is the IATF trying to achieve?

Certification equals product quality



MUST

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What does the dashboard show?

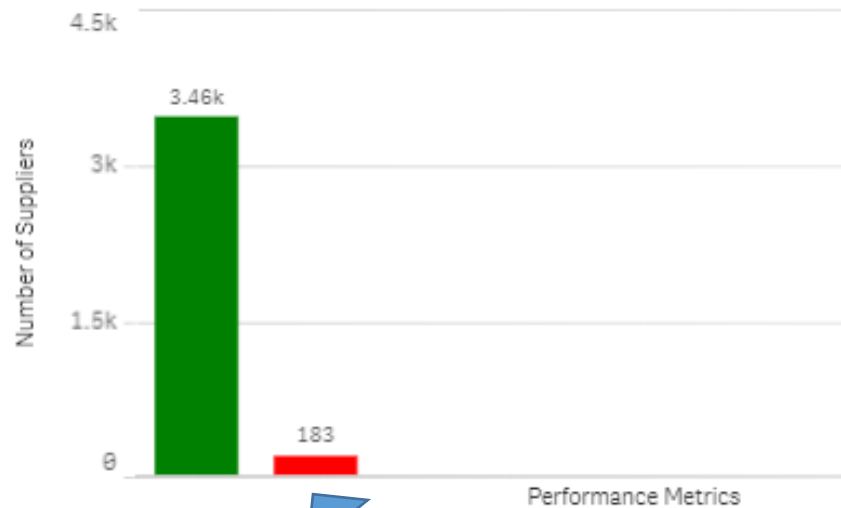
OEM A Dashboard Example

No. of Certified Suppliers & Performance Level

Total Suppliers
3,647

Performance Level (Green)
95.0%

Performance Level (Red)
5.0%



Note: Data as of August 2019



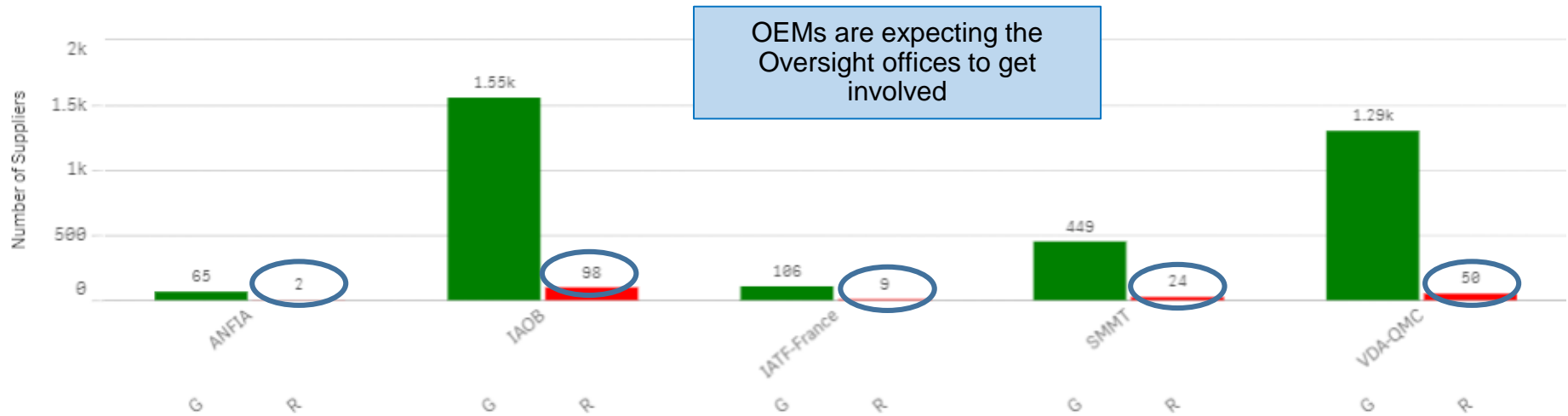
183 (5%) of the suppliers are NOT meeting performance expectations. These suppliers continue to hold valid IATF 16949 certificates.



What does the dashboard show? (2)

OEM A Dashboard Example

Supplier Performance by Oversight Office



OEMs are expecting the Oversight offices to get involved

Note: Data as of August 2019



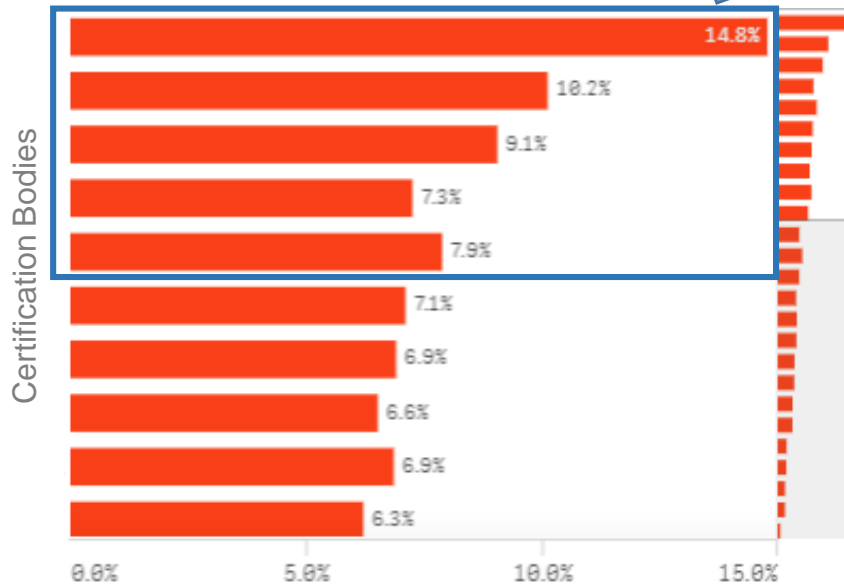
What does the dashboard show? (3)

OEM A Dashboard Example

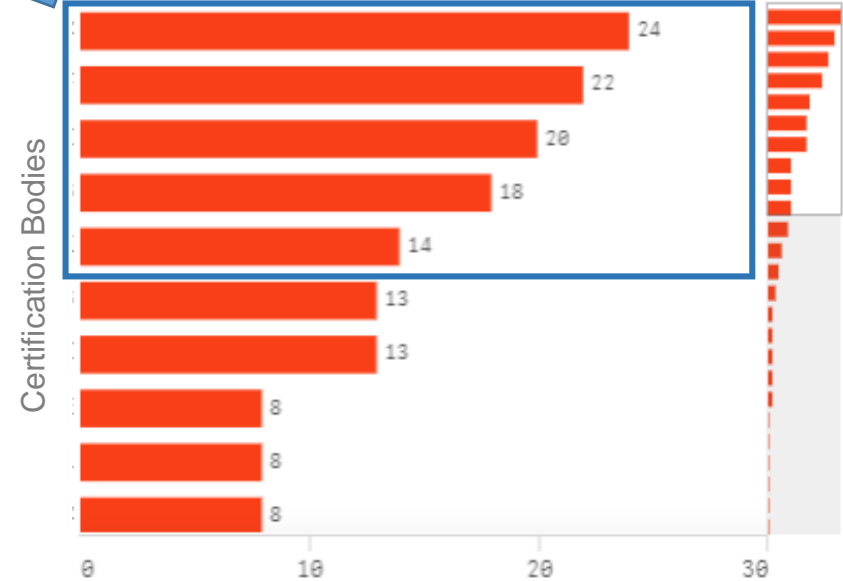
Breakdown of supplier performance by CB

Consider how this is perceived by the OEMs.
What are the CBs doing to address this situation?

% Suppliers not meeting performance



No. Suppliers not meeting performance



Note: Data as of August 2019



What is the status of this initiative?

- **Created IATF KPI Hub website**
- **IAOB developed and launched standardized supplier performance dashboards and reports for OEMs, Oversight offices, and CBs**
- **Piloting for past 6 months**
 - 1st pilot with GM supplier performance (March 2019)
 - Expanded the pilot (April 2019) to include Ford supplier performance
- **Started with IAOB CBs, but other Oversight offices have voluntarily participated in the pilot**
- **Other IATF OEMs have shown interest in providing their supplier performance information**
 - FCA US committed to join in Q4 2019
 - Groupe PSA



What is the status of this initiative? (2)

- **Dashboard is developed by joining GM and Ford supplier performance indicators with the suppliers' certificate information entered in the IATF Database**
 - Common key is the OEM supplier code
 - Accuracy of the OEM supplier codes in the IATF DB is critical!
- **GM and Ford send monthly supplier performance files to the IAOB**
- **The supplier's performance indicator is shown as:**
 - **"R"** (Red = not meeting OEM performance expectations)
 - **"G"** (Green = achieving OEM performance expectations)
 - Criteria are determined by each OEM (i.e. GM based on BIQS level and Ford based on Q1 score)
- **Participating CBs receive a screen shot of their dashboard and a detailed data report (via e-mail)**
 - CBs are expected to have access to the IATF KPI Hub in late Q4 2019



What is the status of this initiative? (3)

- **CBs focus on suppliers who are not meeting OEM performance expectations (i.e. Red)**
- **CBs investigate and request action plan from supplier**
- **CBs create and submit an action plan for each red supplier to their relevant Oversight office**
- **IAOB consolidates and publishes the action plans into the dashboard reports for Oversight and OEMs to view**
- **IAOB has been continuously improving the process and the visualizations based on lesson learned/feedback**



Final Thought...

What can you do to help us drive forward?





Questions ?

Email your questions to mmaxwell@iaob.org or see me at the Stakeholder evening event