Ford Scorecard Screen Images

Background

For all IATF 16949 audits, there are three key steps in the “Rules for achieving and maintaining IATF recognition 5th edition” to ensure a robust audit plan accounting for performance:

Rules 5.7.1 c) “customer and internal performance data since the previous audit”
Rules 5.7.2 Audit plan “certification body shall undertake an analysis of the required information (see section 5.7.1)”
Rules 5.7.2 a) “Each audit plan shall identify a minimum of one (1) hour on site … for verification of data …”

The Ford Scorecard IATF 16949 Quick Reference Guide identifies the scorecards, information and requirements relevant to the each of the Rules steps mentioned above as part of the IATF 16949 audit.

This document provides relevant reference scorecard and other performance metric screen images, providing a visual reference of the Ford measures of supplier performance identified in the Ford Scorecard IATF 16949 Quick Reference Guide.

The Ford Scorecard IATF 16949 Quick Reference Guide is available through the IATF globaloversight web page.

Table of Contents, showing the Ford Supplier Portal Supplier Improvement Metrics (SIM) screen images examples provided

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SIM Homepage on Ford Supplier Portal in Covisint

SIM Homepage

- SIM Homepage is available through Ford Supplier Portal, Covisint
- Supplier selects the “Supplier Site” viewpoint from drop down list
- They are required to enter their 5 character alphanumeric supplier manufacturing site code into the field which is located below the viewpoint list and then click “Search”*
  - The site code can be found on the Purchase Order and will either be the primary site code or an alternate site code (see slide 7)

SIM Search Results; Select the appropriate GSDB site code

SIM Search Results

- This screen shows the code entered on the previous search screen
- The supplier confirms the correct location through the name, location and parent code
- The supplier would then click on the correct site code to go to their site page
Verify the 3 key points listed on the SIM Views List

Alternate Site Codes: Note that alternate site codes may be added to the IATF database, but always after the primary code. The site’s performance is associated with the primary code.

Alternate site codes at the same address should also be recorded in the IATF database after the Primary site code.
**Performance Metrics Summary** 12 months of activity does not require activity in every month. However, 12 months ago or more there need to be receipts recorded.

**Verify 12 Months of Receipt Activity**

To verify the supplier has had at least 12 months of business activity, utilize the “Performance Metrics Summary” View at top right of Views List.

*Note: This must be done for both Production and Service if there is activity indicated.*

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**Verify 12 Months of Receipt Activity**

In the event that it is unclear if the supplier has had at least 12 months of business activity, utilize the “Performance Metrics Summary” View at top right of Views List and the “PPM Summary” link for additional details. (Continue to next page)
PPM Summary

Verify 12 Months of Receipt Activity

From the “PPM Summary”, click the “Export Table Options”, and select the “Export Table to Excel (PPM 48 Months Reports)”. An Excel sheet will open with receipts for the past 48 months. Verify there are receipts in any month older than the threshold month (12 months).

Detail of confirming 12 months of activity

Image from Excel File – PPM 48 Months

In Excel file, scroll right to find the most recent months in the “Receipts” Section (around column DF)

![Image of Excel spreadsheet with red arrows pointing to different months]

Scroll left to see previous 48 months of receipts, specifically 11 or more months prior to most recent month

- Receipts in months 13 and 14
- No Receipts in months 11 and 12

This supplier can be verified to have at least 12 months of activity based on receipts in any month from month 12 to month 48 in the Excel file

*It is acceptable to have months with zero receipt activity for both production and service as long as the oldest receipt month is 12 months ago or older.*
Q1 Scoring Detail

Q1 scoring and status are available through the Q1 Scoring Detail page.

SIM View for Supplier Site

This screen provides several options of data that can be viewed by the supplier for the selected site. The key view of interest is Q1 Scoring Detail.

The Q1 Score Dashboard provides recommendations for performance driven audit trails.

Q1 Scoring Detail

This section is the top of the scoring detail page and provides the present Q1 status, the total Q1 score, and the major contributing metric scores for the supplier site.

Scrolling down on this webpage will provide a further breakdown of the scores.
Q1 Revoked status: It is important to know the difference between Present Q1 Status and Recommended Q1 status

1. IATF certified suppliers with an “R” Present Q1 Status should have notified the Certification Body of special status within five days of receipt of revocation letter.

2. “Q1 at Risk” and “Recommended Status” do not trigger a special status reporting requirement per Ford Customer Specific Requirements.

Q1 Score Details (Last Q1 Run Date: 26-May-2019) Change Q1 Status

Present Q1 Status: Q1 REVOKED (R) on 05-Nov-2018
Target Q1 Status: Q1 Achieved (Y)
Q1 at Risk:

Q1 Score Details (Last Q1 Run Date: 26-May-2019) Change Q1 Status

Present Q1 Status: Q1 ACHIEVED (Y) on 19-May-2003
Target Q1 Status: Q1 Achieved (Y)
Q1 at Risk: Yes
Recommended Q1 Status: R - Q1 Revoked
Capable Systems
Suppliers are required to record their certifications into GSDB, these details should be validated

**Q1 Scoring Detail – Capable Systems**

- Maximum points available in that metric vs Applied Metric Points
- Verify Correct IATF Certificate Number

**Key Points:**
- Verify correct IATF Certificate Number and status
- Any point loss in Q1 MSA or APQP Launch can be an area of focus for audit plan

- The supplier is required to record its current and valid IATF 16949 certification in the Ford Global Supplier Database (GSDB) available through the Ford Supplier Portal
- Certifications and second party Ford assessment (Q1 MSA) of the supplier must be current and acceptable to have no impact on Q1 score

**Quality Performance**
Further details for each metric are available through links on each page

**Q1 Scoring Detail – Quality Performance**

**Key Points:**
- Commodity PPM for WORST PERFORMING commodity is displayed, other commodities are available under the production and service links which may also be considered

**Blue, underlined links** will take the user to a detail page (i.e. Production, Service, Stop Shipments)
Delivery and Warranty

Delivery score details are available through SUPER-G logistics reporting system, linked from SIM.

Key thresholds drive delivery metric scoring in Q1

Delivery Performance Detail

- Clicking the “Production” and “Service” links in delivery type will bring you from the Q1 Scoring Detail view to Q1 Delivery Details.
- Delivery should be included in the audit plan if a supplier has at least one of the following in either production or service:
  1) 6M Weighted Average < 81
  2) Non zero “# of Consecutive Ratings < 81”
- Any rating marked as “Not Considered For Q1” in the notes should be disregarded.
Performance Metrics Summary

The “Performance Metrics Summary” view provides an overview of the following metrics:

- PPM Summary, Production, and Service
- Delivery Ratings for production and service
- Field Service Actions (FSA) and Stop Shipments (SS)
- Warranty Performance

This view is located on the top right corner of the “Views List”.

Specific part numbers contracted by Ford are available through the export table reports.
Delivery Summary: It is important to identify the correct region of shipment and ship points (ship sites) to identify specific customer plants and remote sites

**Key Points:**
1. Clicking “View Production Ratings” or “View Service Ratings” takes the user to a detail page.
2. “Latest Delivery Ratings” link will take you to the SUPER-G system and the most recent detailed delivery ratings, including the current partial month.
3. The “Ship Code” to “Manufacturing Site Code” relationship is taken from the PPM data and can be seen using the ship point grouping in PPM Summary Tool.
Field Service Actions and Stop Ships Summary

Field Service Actions (recalls) and stop shipments (customer production interruptions) are significant events.

Performance Metrics Summary – FSA / SS

Warranty measurement Q1 scoring focuses on improvement in warranty repairs per 1000 vehicles.

Key Points:
- Warranty data is fed from Ford systems SWR / AWS (Analytical Warranty System) / GSAR (Global Systems for Analytics and Research).
- The Supplier Warranty Reporting (SWR) link can provide additional data on warranty claims, but does not directly align with Q1 metrics.
- Q1 scoring is based on comparison of the 3 month, 6 month, and 12 month R/1000 average.
- Warranty is shared responsibility between the supplier and Ford, not fault based.
QR Rate and APQP Launch Performance Summary

Although QR Rate and APQP Launch Performance scoring appear on the Q1 Scoring Detail page, the details are only available through the On Demand Reports page.

GETRAG Joint Venture

The Getrag / Ford Joint Venture for transmissions are not managed by Ford Supplier Quality, but still may be a customer to the supplier site, although the customer is the Getrag JV.

Getrag Ford Transmission Suppliers

How to Identify Getrag Unique Suppliers:

1. **No Service Activity (Service STA Inactive)**
2. **Production Activity ONLY to Getrag Plants**
   
   Refer to “PPM Summary Tool” and group by “Plant” and “Receipts” metric
   
   May also include parts shipped through trading companies to other regions

3. **Production STA Org “FEPGF” or “XAGFT”**

   These suppliers are excluded from Q1 and are governed by the Getrag commercial contracts.
Displaying colors in the PDF of the Q1 Score Dashboard

If the print function is used to create a PDF version of the Q1 Scoring Details page showing the Q1 Score Dashboard, the color coding of the dashboard may disappear if the correct settings are not selected.

If using Microsoft Internet Explorer, the settings to display the colors in PDF are shown below.

If using Google Chrome, the necessary settings are shown below. Other browsers may be similar.