Stellantis (ex PSA) 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 Stellantis (ex PSA) 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 Stellantis (ex PSA) measures of supplier performance identified in the Stellantis (ex PSA) Scorecard IATF 16949 Quick Reference Guide.

The Stellantis (ex PSA) Scorecard IATF 16949 Quick Reference Guide is available through the IATF website at www.iatfglobaloversight.org.

Table of Contents, showing the Stellantis (ex PSA) Supplier metrics, performance and targets screen images examples provided

ESQAL Database and ESQAL Access 2

ESQAL Reports Access 3

BIDLIST Scoring Report 4

Supplier Performance Scorecard Structure 5

Critical KPIs Trend Data 8

Interpreting the trend data for each Critical KPI 8

0 km Quality (Q2, Q3 on BIDLIST Scoring Report) 8

QAN1: IpB (Incidents per Billion) 8

QAN2a: 0 km Quality Incidents 9

QAN2b: 0km Quality Incidents with High Gravity (Criticality) 10

In-Field Quality (QEC) Trend Data (Q10, Q11 on BIDLIST Scoring Report) 10

QEC1: PPM – 3 Months in Service (integrates claims from all liabilities (Stellantis or Supplier) 10

QEC3: In-Field Quality Incidents 11

Supply Chain Trend Data (SC1, SC2, SC3 on BIDLIST Scoring Report) 11

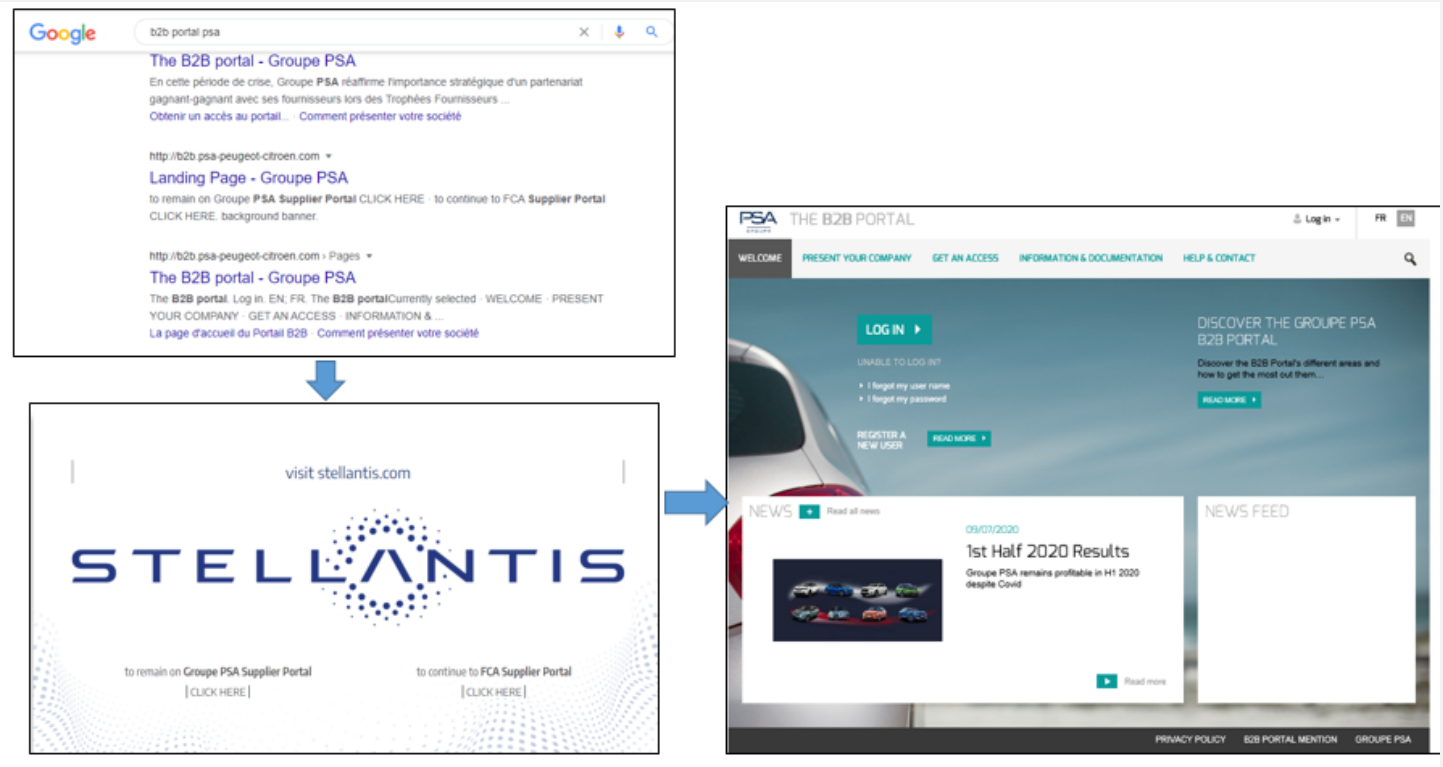
LOG1: Service Rate Mass Production (On-Time Delivery for Production Parts) 11

LOG2: PP Logistic Incidents 12

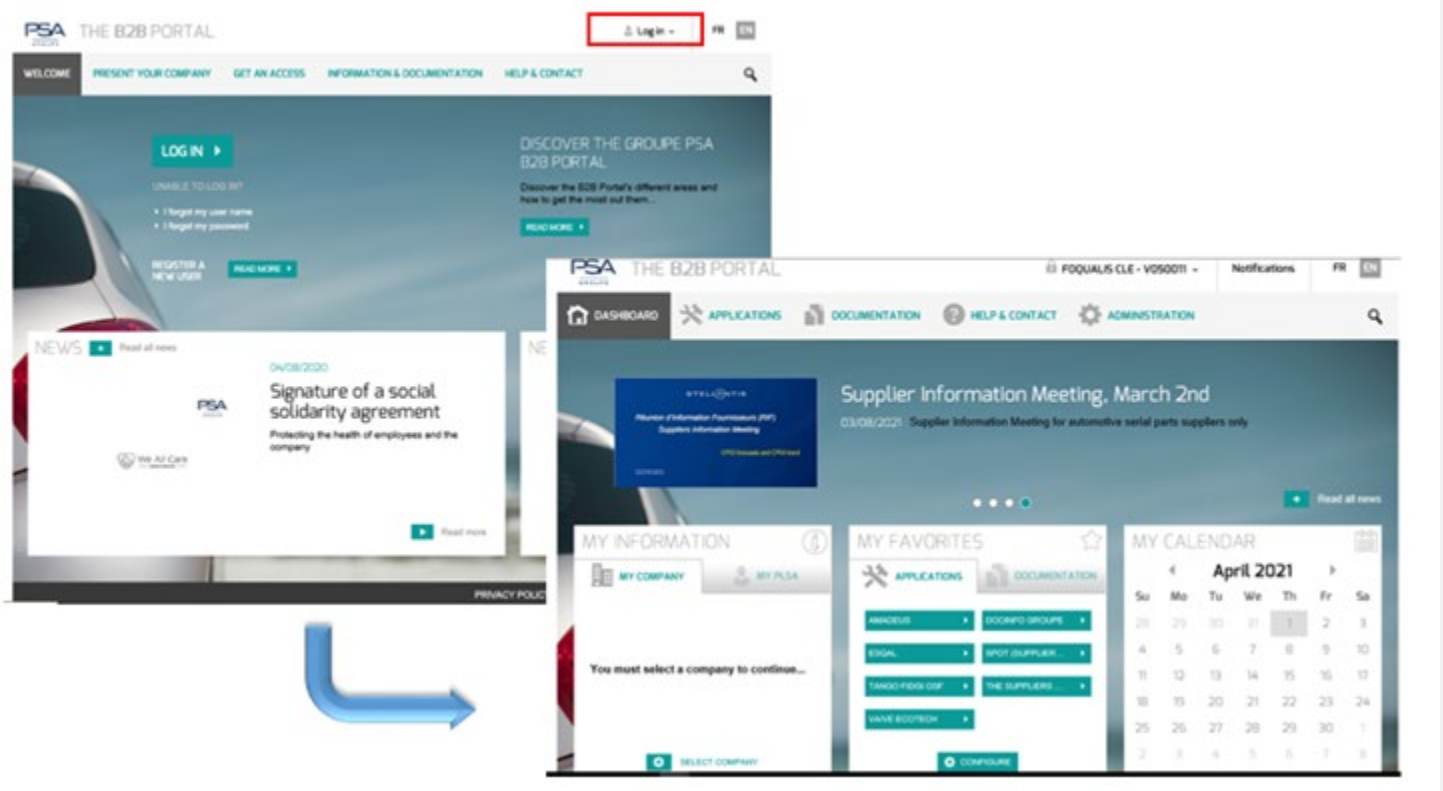
LOG3: PR logistic Incidents 12

ESQAL Database and ESQAL Access

Access the B2B Homepage for access to ESQAL

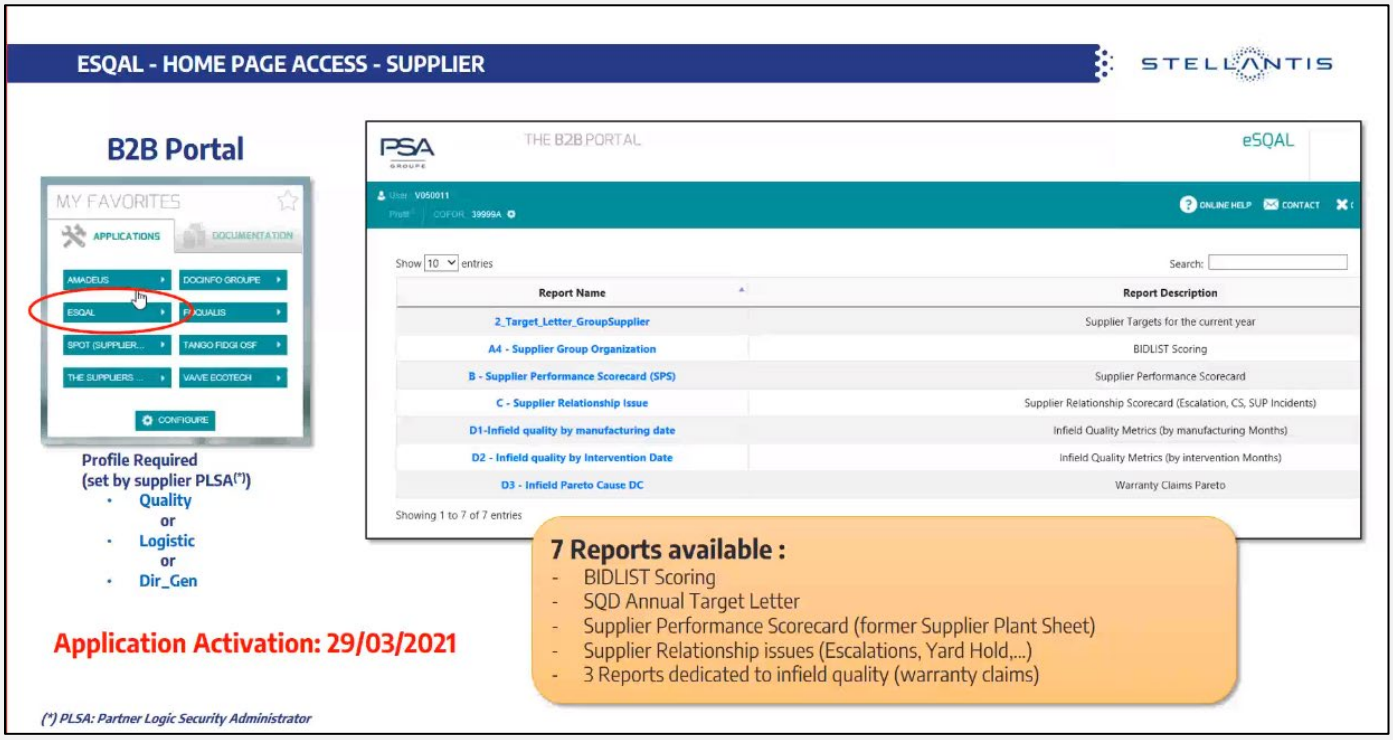


Access the ESQAL database through the B2B portal – requires a username and password



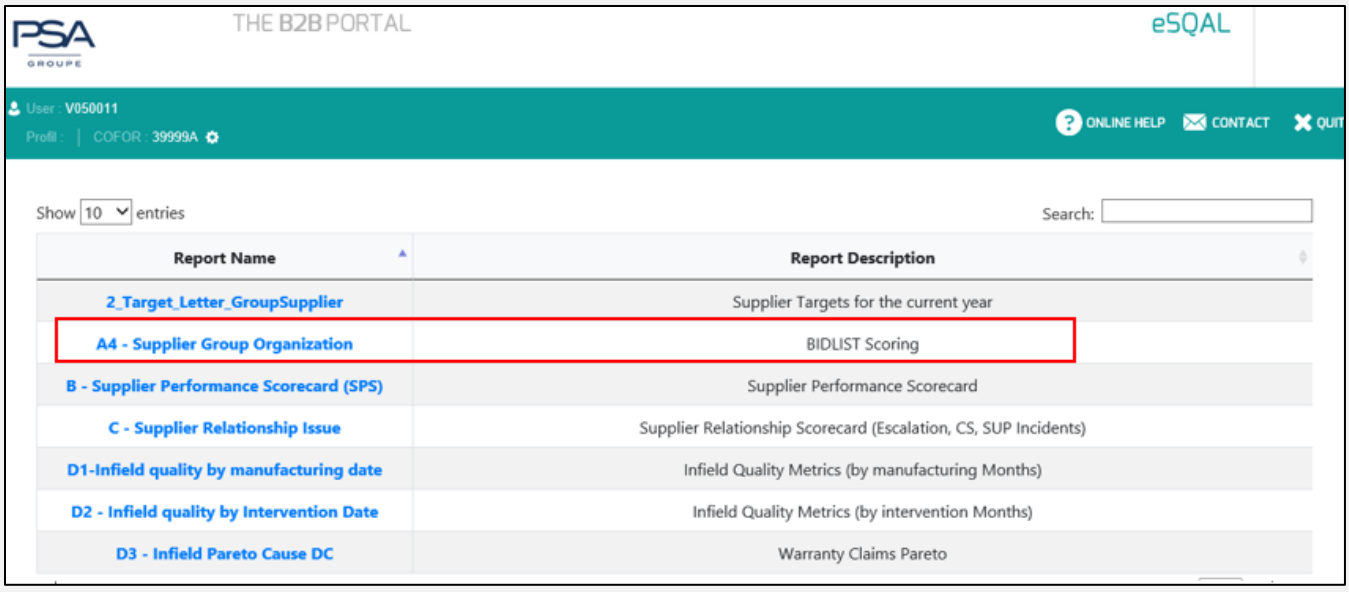
ESQAL Reports Access

The ESQAL database allows the user to access reports specific to the supplier's Manufacturing COFOR code:



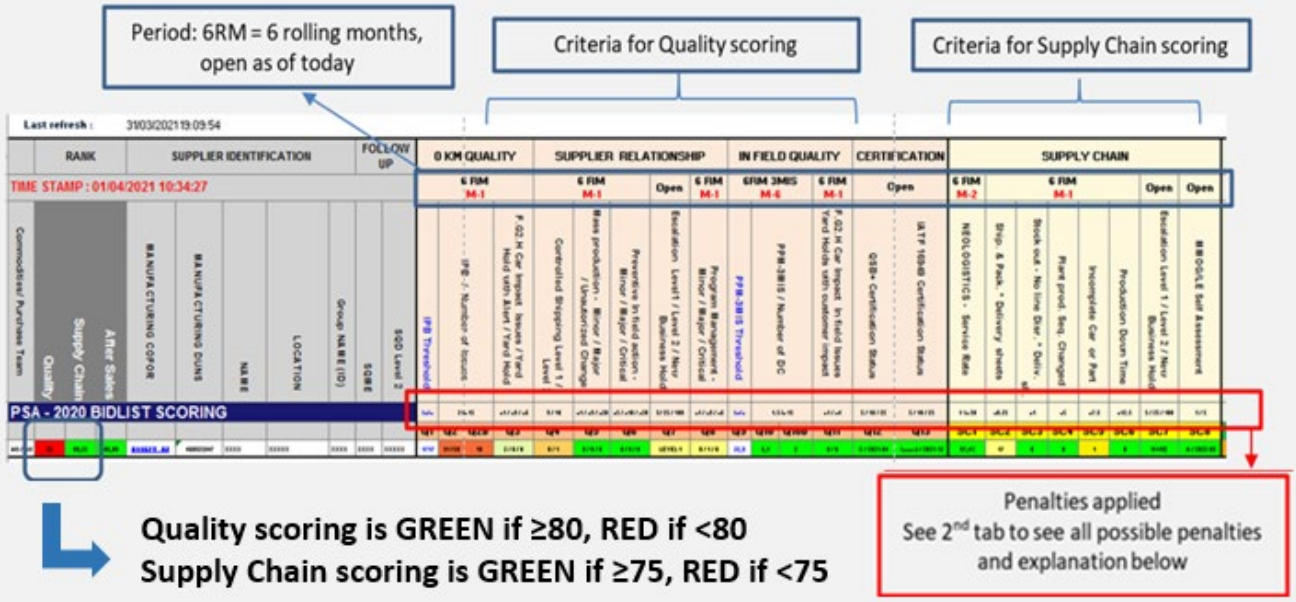
Use the **BIDLIST Scoring Report** and **Supplier Performance Scorecard** in audit planning and audit trail development.

In the ESQAL database, the BIDLIST Scoring Report is accessed in Section A4:



BIDLIST Scoring Report

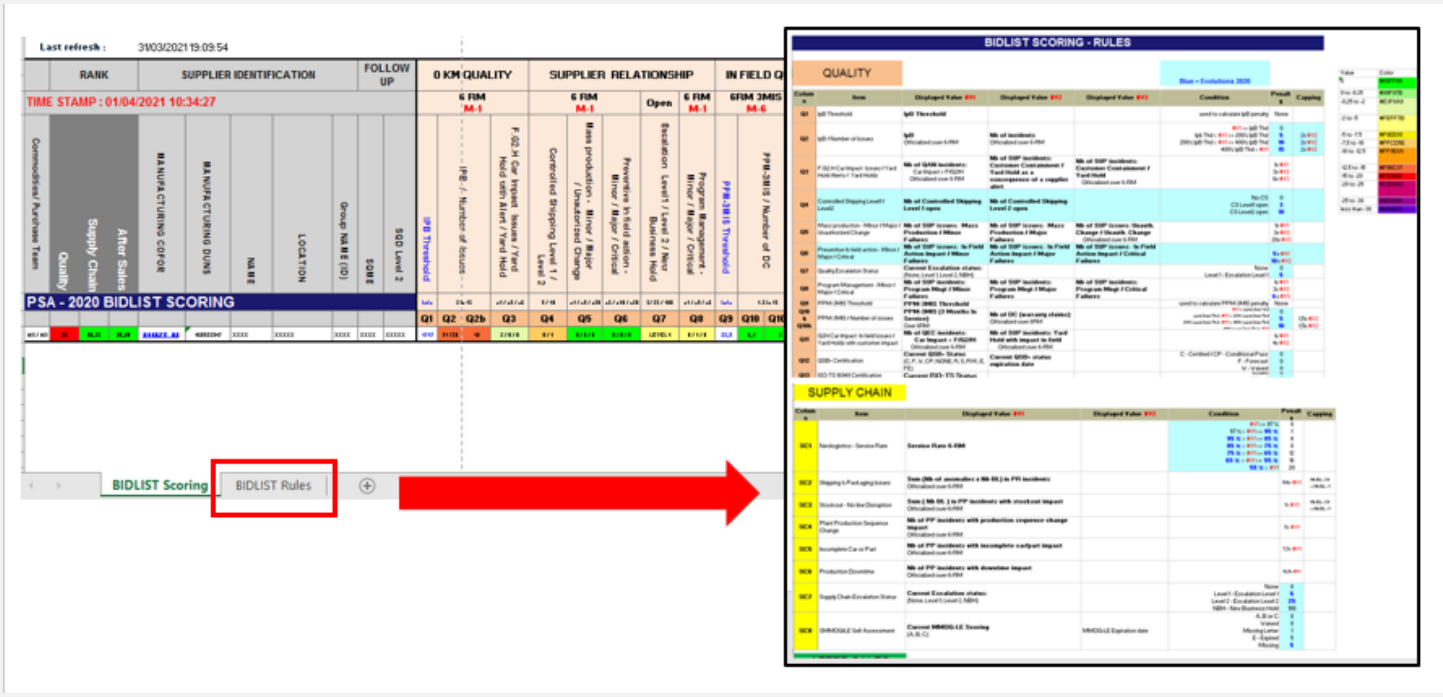
Understanding the Bid List Structure:



Understanding the penalty rules

Stellantis (ex PSA) reviews and updates penalties each year with the intent on supplier performance improvement. The template of current penalites applied is visible in the second tab of the BIDLIST Scoring Report:

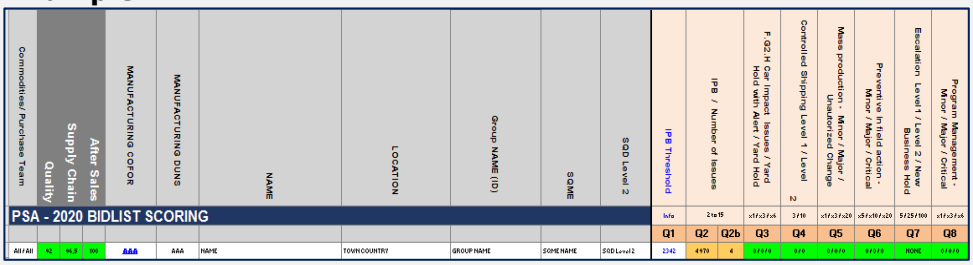
***This is for information only to assist the auditor in understanding the penalty calcualtion process.*



Deductions in individual BIDLIST Scoring Report KPIs may not result in the overall Quality and Supply Chain category scores falling below the thresholds for "green" status. To understand potential risk to "green" overall scores or to assess "red" overall scores, use the color codes in the individual BIDLIST Scoring Report KPIs and focus on the Orange to Blue results. These colors indicate the largest penalties being applied for that KPI that is affecting, or has the potential to affect, the overall BIDLIST scores for the supplier.

Example of Penalties shown in BIDLIST Scoring Report

Example 1 :



Example 2

Example 3

Current scale for penalties

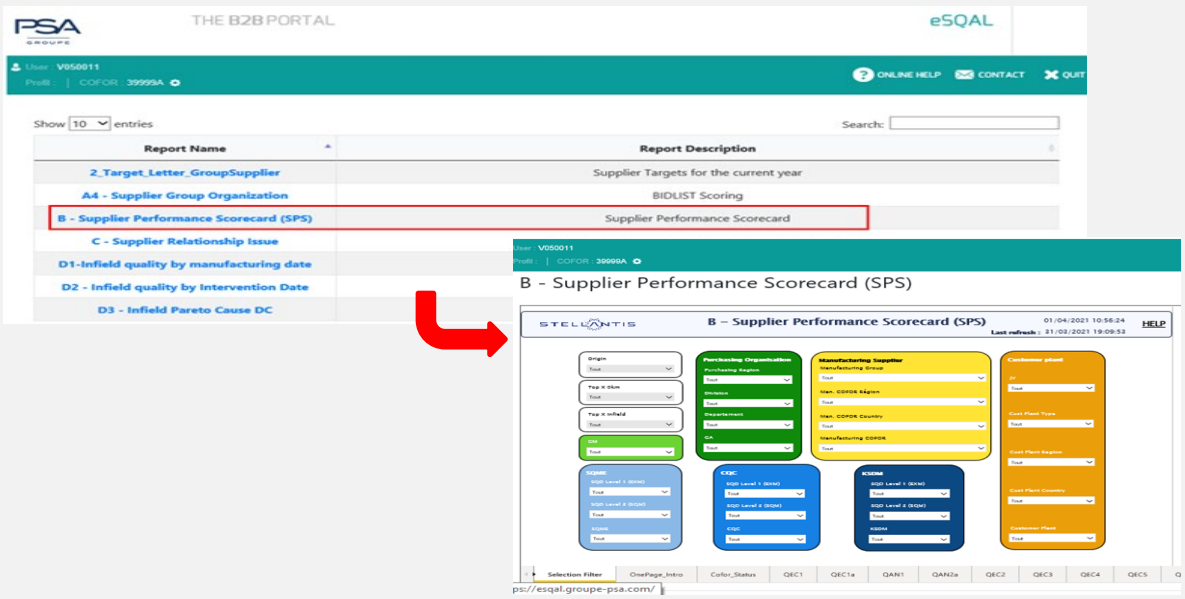
Value	Color
0	
0 to -0.25	
-0,25 to -2	
-2 to -5	
-5 to -7.5	
-7,5 to -10	
-10 to -12.5	
-12.5 to -15	
-15 to -20	
20 to -25	
-25 to -30	
less than -30	

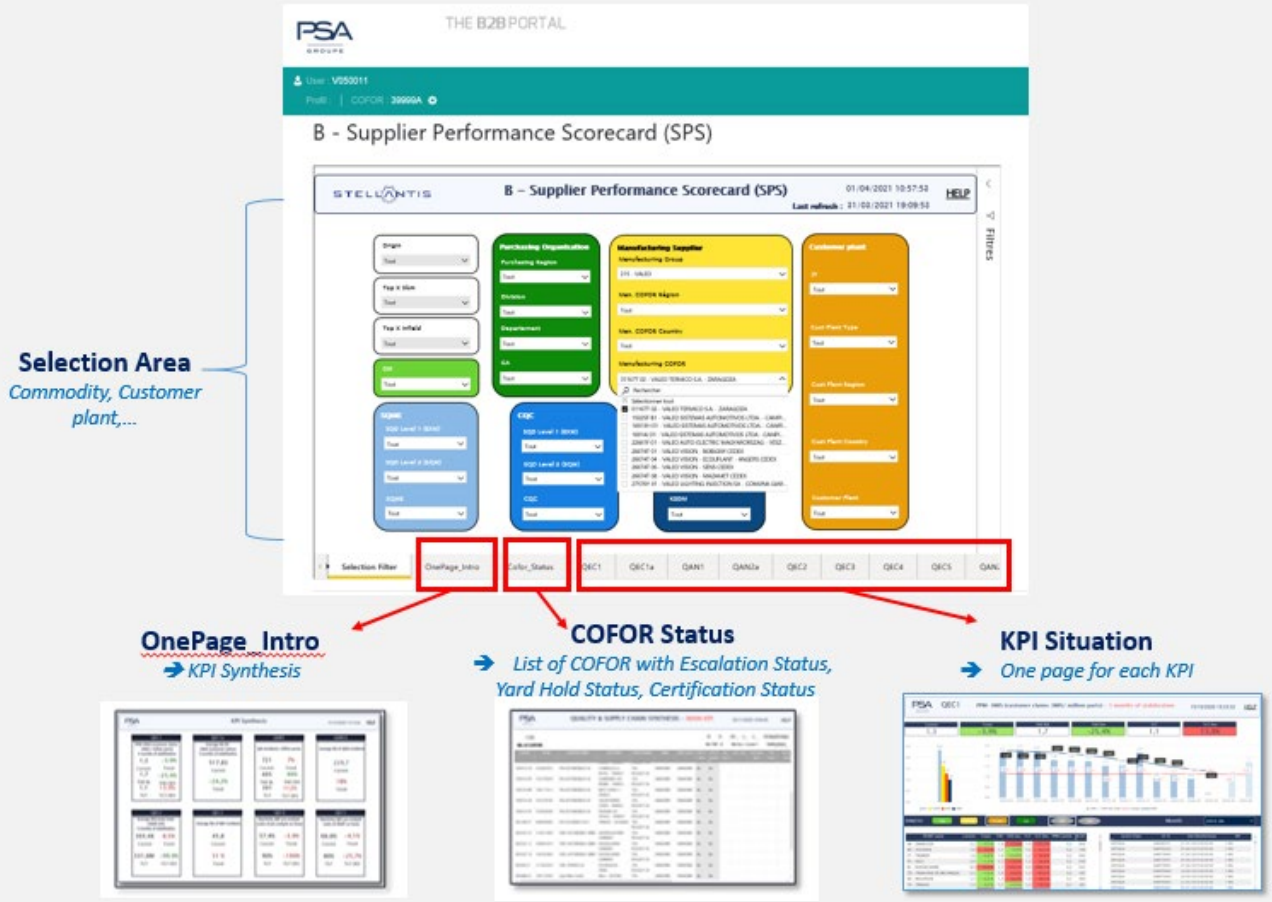
The Supplier Performance Scorecard reports should then be analyzed for the trends and specific information for the KPIs with penalties being applied.

It is critical to assess the BIDLIST Scoring Report and the Supplier Performance Scorecard information together to understand the site's performance and to establish audit trails.

Supplier Performance Scorecard Structure

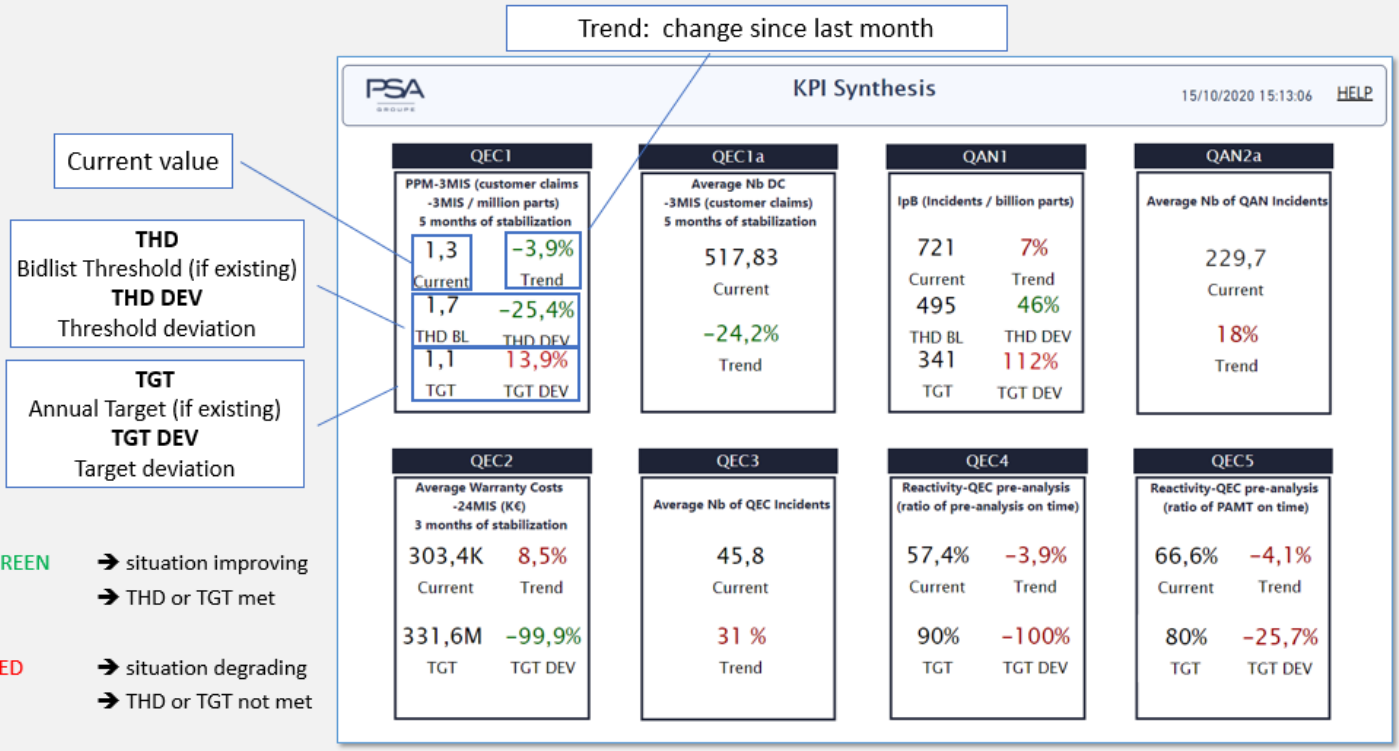
In the ESQAL database, the Supplier Performance Scorecard is accessed in Section B:





One Page Intro Tab

This tab provides a consolidated view of the trends for the KPIs listed in the BIDLIST Scoring Report.



COFOR Status Tab:
This is the same information as contained in the BIDLIST Scoring Report.

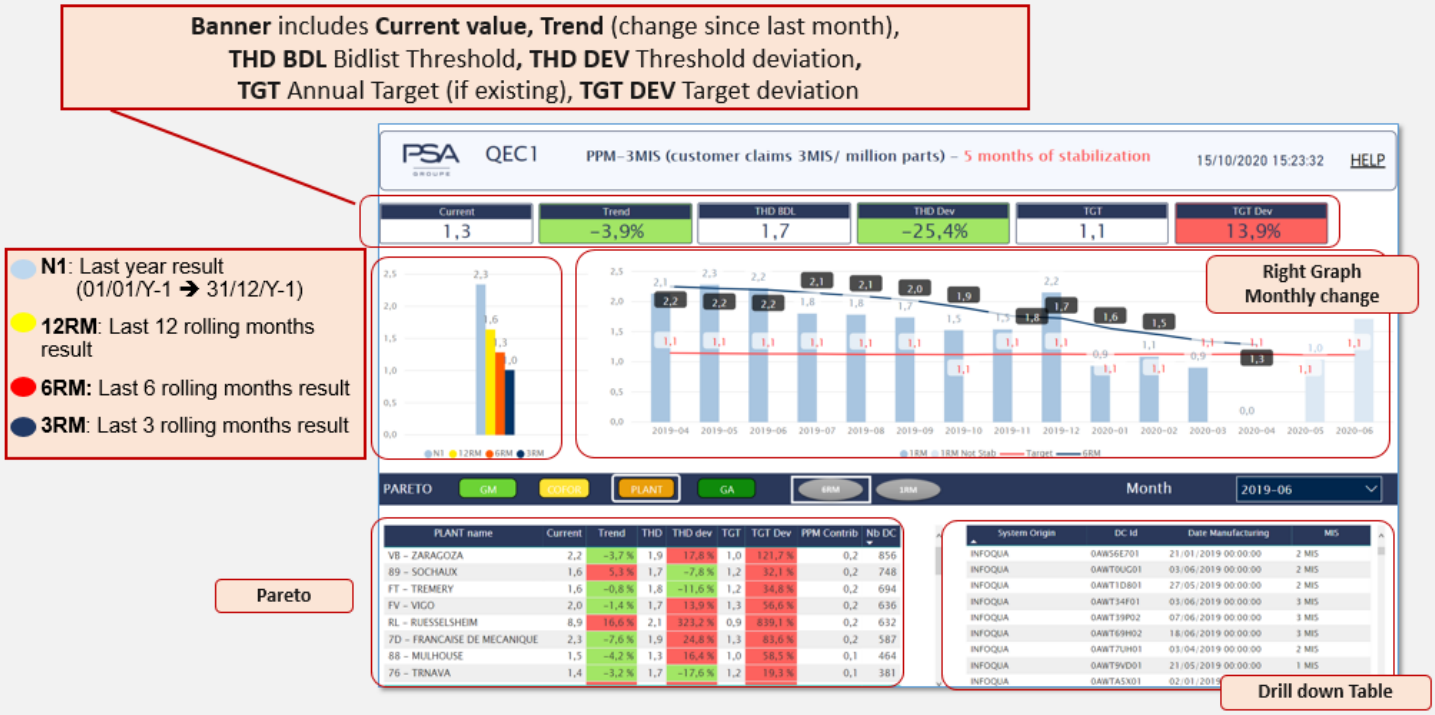
KPI Situation Tabs (individual metrics):
Each tab contains trend data for an individual metric**.**

KPI Situation (Tab #4 to #25)

➔ *One page for each KPI*

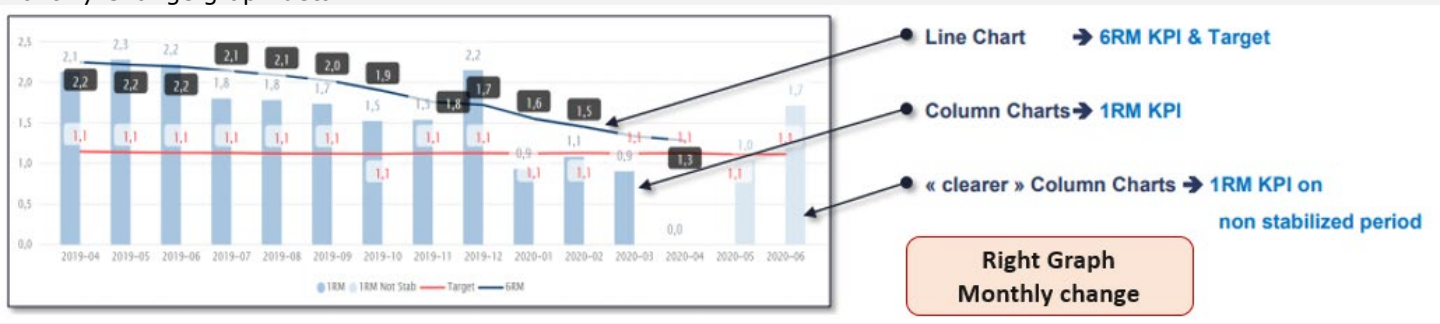
KPI	KPI Description
QEC1	PPM-3MIS (customer claims 3MIS / million parts)
QEC1a	Average Nb DC-3MIS (customer claims)
QAN1	IpB (Incidents / billion parts)
QAN2a	Average Nb of QAN Incidents
QEC2	Warranty Costs - 24MIS (K€)
QEC3	Average Nb of QEC Incidents
QEC4	Reactivity - QEC pre-analysis (ratio of pre-analysis on time)
QEC5	Reactivity - QEC incident resolution (ratio of PAMT on time)
QAN2b	Average Nb of QAN Critical Incidents (car impact = F/G2/H)
QAN3a	Reactivity - QAN Incident resolution (ratio of PAMT on time)
QAN3b	Reactivity - QAN Critical Inc. resolution (car impact = F/G2/H)
QAN4	PPM (discrepant parts / million)
LOG1	Service Rate Mass Production
LOG2	Average Nb of PP logistic Incidents
LOG3	Average Nb of PR Logistic incidents
LOG4	Average Nb of delivered parts (/ 1000)
AFT1	Average Nb of off-road vehicles (VI)
AFT2	Aftersale Service Rate
QEC6a	Average Nb QEC Inc. affected to supplier caused by tier2
QEC6b	Average Nb QEC Inc. affected to tier1 caused by supplier
QAN5a	Average Nb QAN Inc. affected to supplier caused by tier2
QAN5b	Average Nb QAN Inc. affected to tier1 caused by supplier

Data for the metric in each tab is displayed in the following manner:



*Pareto (bottom left graphic) shows data by commodity (GM/GA) or by ex PSA plant or by COFOR if several COFORs selected. This graphic is not relevant for the IATF audits or audit planning.

Monthly Change graph detail:



Critical KPIs Trend Data

While all Quality and Supply Chain KPIs are important and thresholds/targets are required to be met, the KPIs and metrics that Stellantis (ex PSA) considers the highest priority for a site's performance are listed below and should be the main focus of the audit planning and audit trail development.

- Three main KPIs to show the overall quality and logistics performance:
  - QAN1 (IpB, linked to Q2 on BIDLIST Scoring Report)
  - QEC1 (PPM 3 Months in service, linked to Q10 on BIDLIST Scoring Report)
  - LOG1 (service rate/on time delivery, linked to SC1 on BIDLIST Scoring Report)

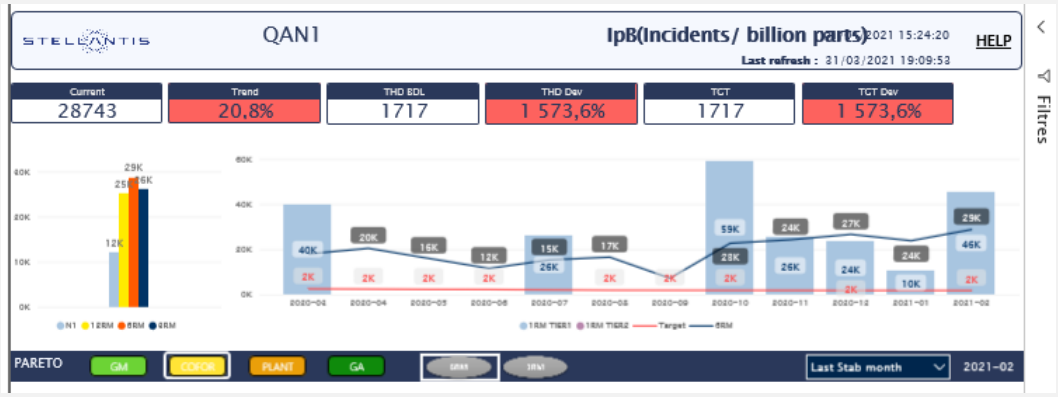
- Specific metrics to trigger further investigation during the audit, concerning quality and logistics incidents:
  - QAN2a and QAN2b (linked to Q3 on BIDLIST Scoring Report)
  - QEC3 (linked to Q11 on BIDLIST Scoring Report)
  - LOG2 (linked to SC3 on BIDLIST Scoring Report)
  - LOG3 (linked to SC2 on BIDLIST Scoring Report)

Interpreting the trend data for each Critical KPI

0 km Quality (Q2, Q3 on BIDLIST Scoring Report)

QAN1: IpB (Incidents per Billion)

This KPI characterizes Stellantis (ex PSA) Plant disturbances

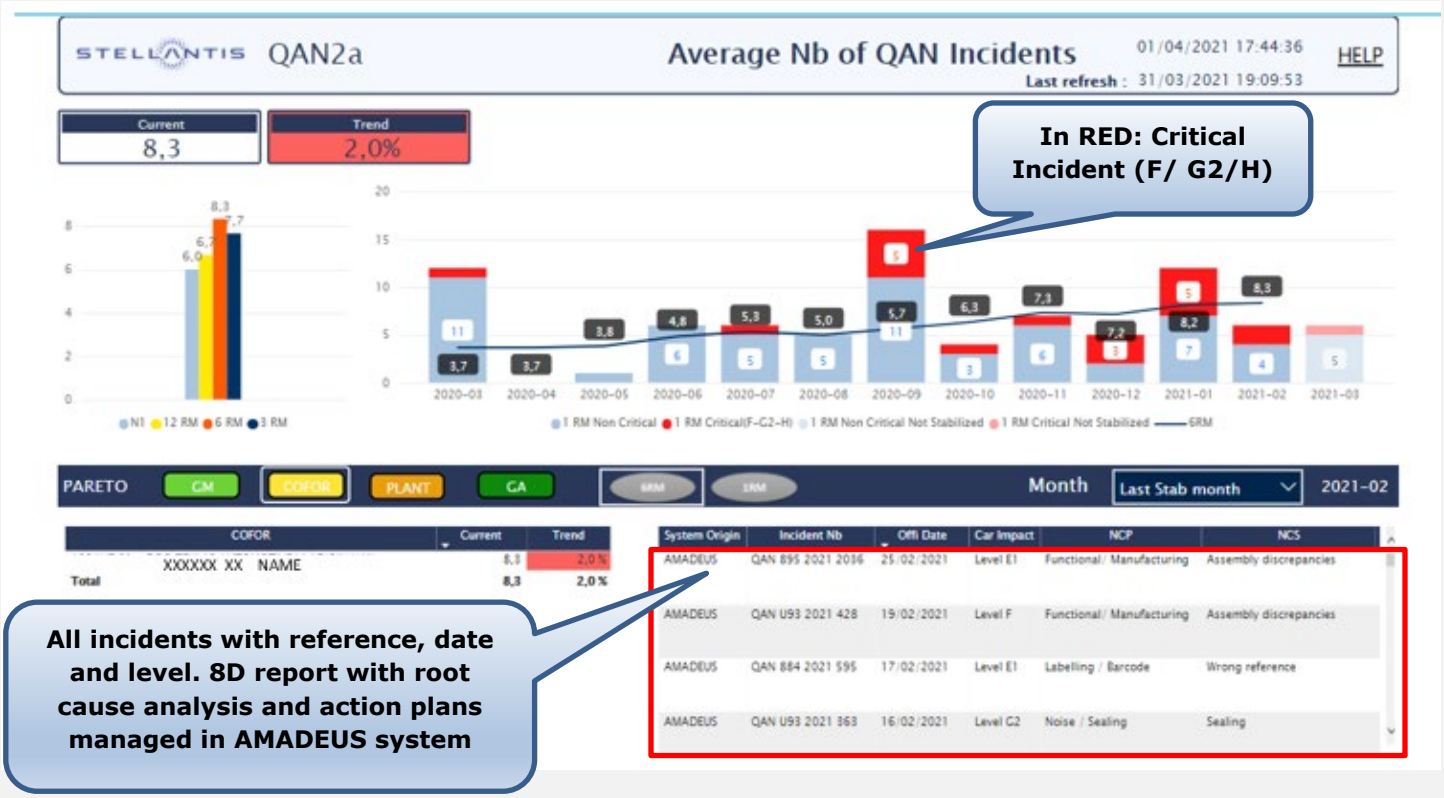


QAN2a: 0 km Quality Incidents

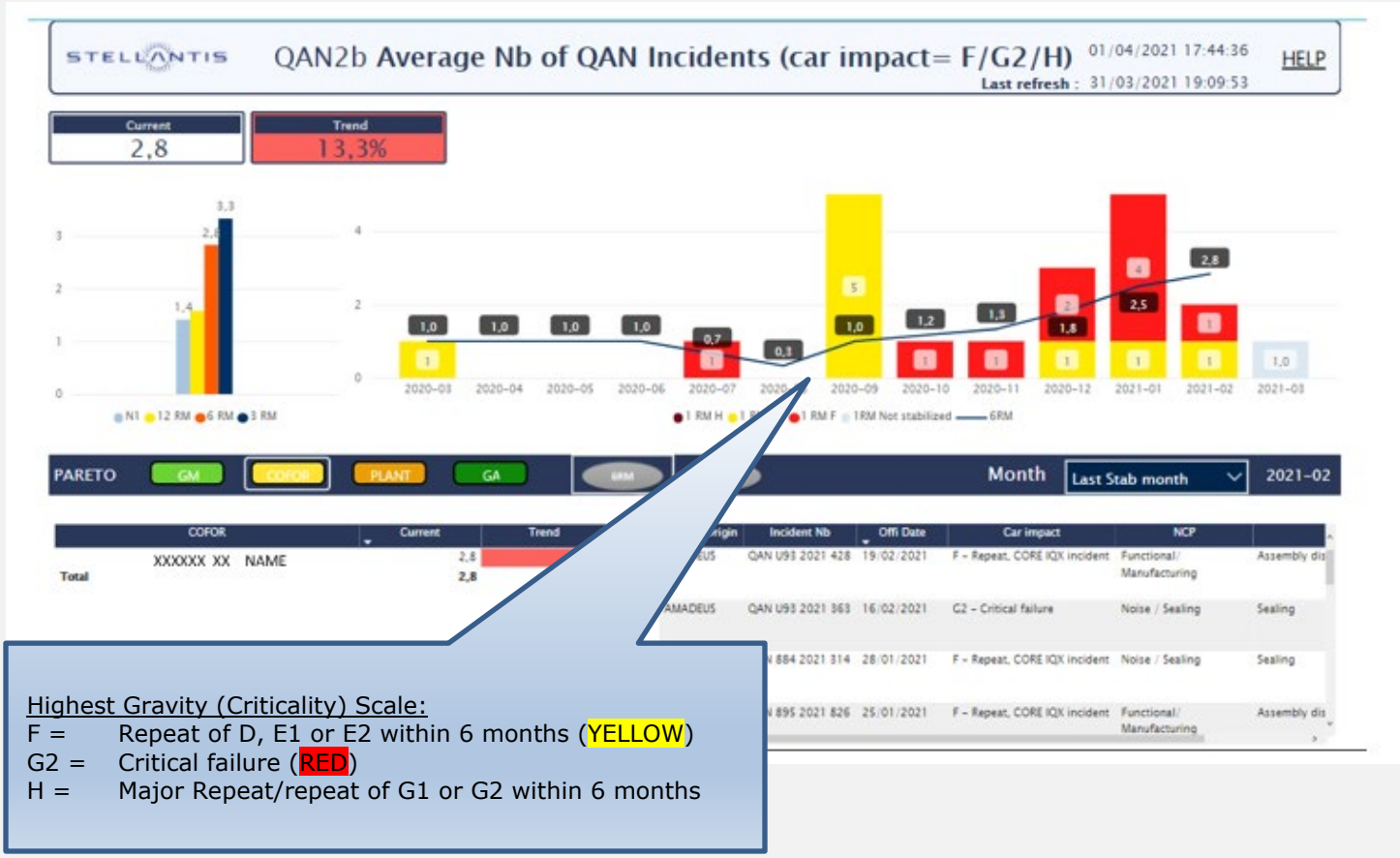
Average Number of 0 km Incidents with Car Impact "D to H" Categories. See below categories table:

10 LEVELS

Level	Vehicle/PWT IMPACT Definition	
A	Line accumulations (raw material)	Specific
B	Alert by supplier	Alert
C	Customer Alert	
D	A single case non-conformity - simple rework < 10 mn	Failure
E1	Multiple non-conformities – rework < 20 mn	
E2	Mislabeling – wrong reference	
F	Repeat of D / E	Critical Failure
G1	NC – heavy rework single >10 mn or multiple > 20 mn	Major Failure
G2	Critical failure (breakdown / safety / regulatory)	Critical Failure
H	Repeat of G1 / G2	



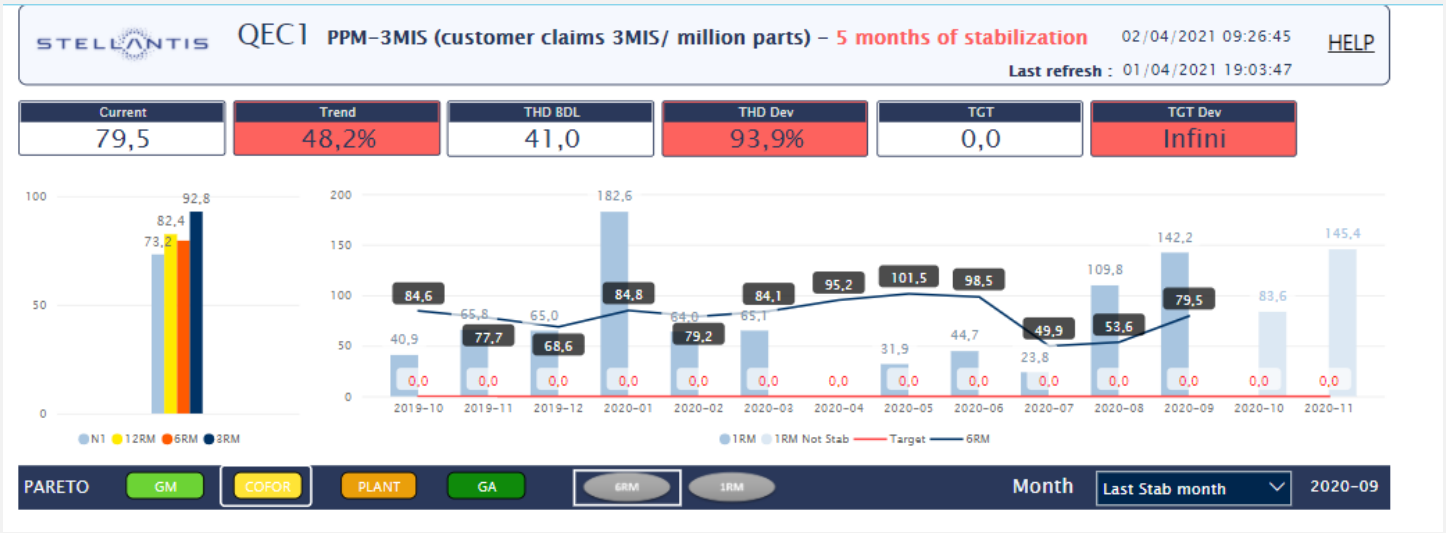
QAN2b: 0km Quality Incidents with High Gravity (Criticality)



In-Field Quality (QEC) Trend Data (Q10, Q11 on BIDLIST Scoring Report)

QEC1: PPM – 3 Months in Service (integrates claims from all liabilities (Stellantis or Supplier))

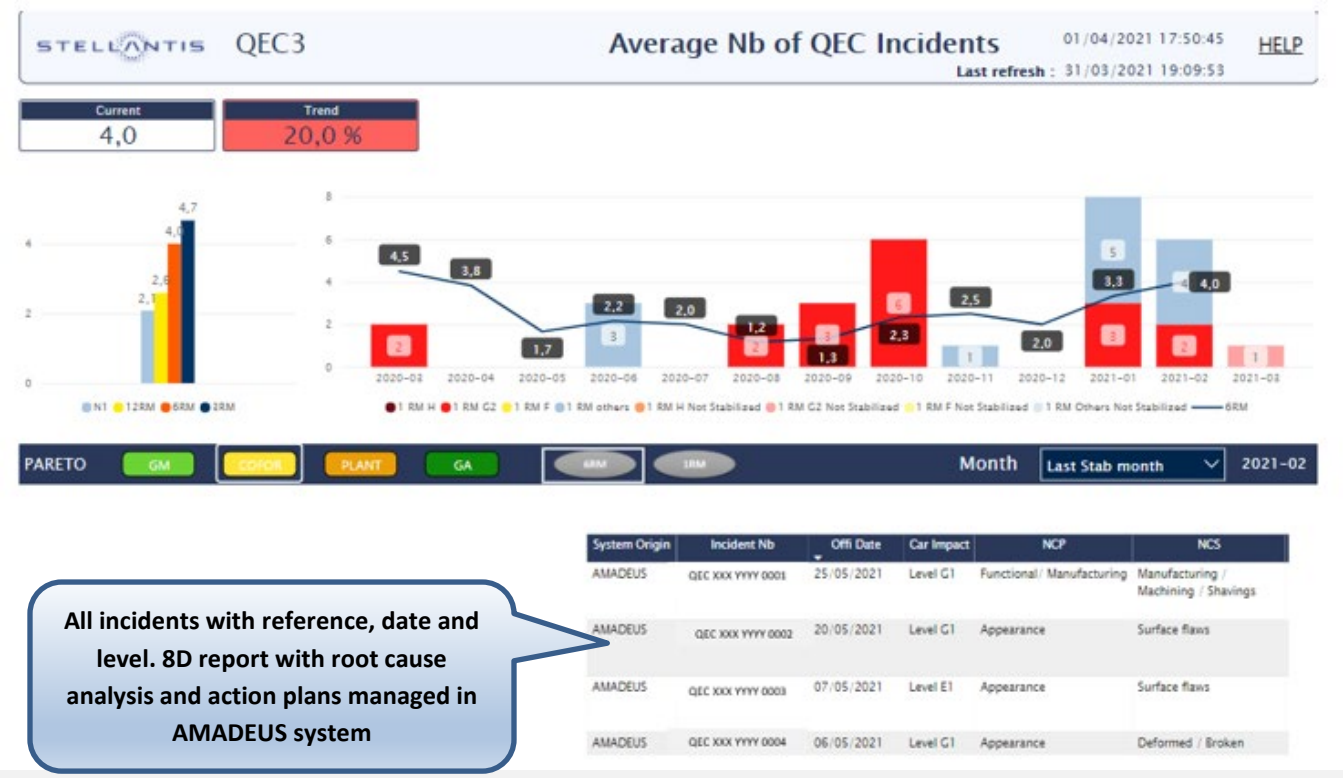
This KPI represents the overall number of warranty claims with component exchange after 3 months in service.



This KPI has an impact on the BIDLIST quality scoring but use the following QEC3 to understand incident management by the supplier.

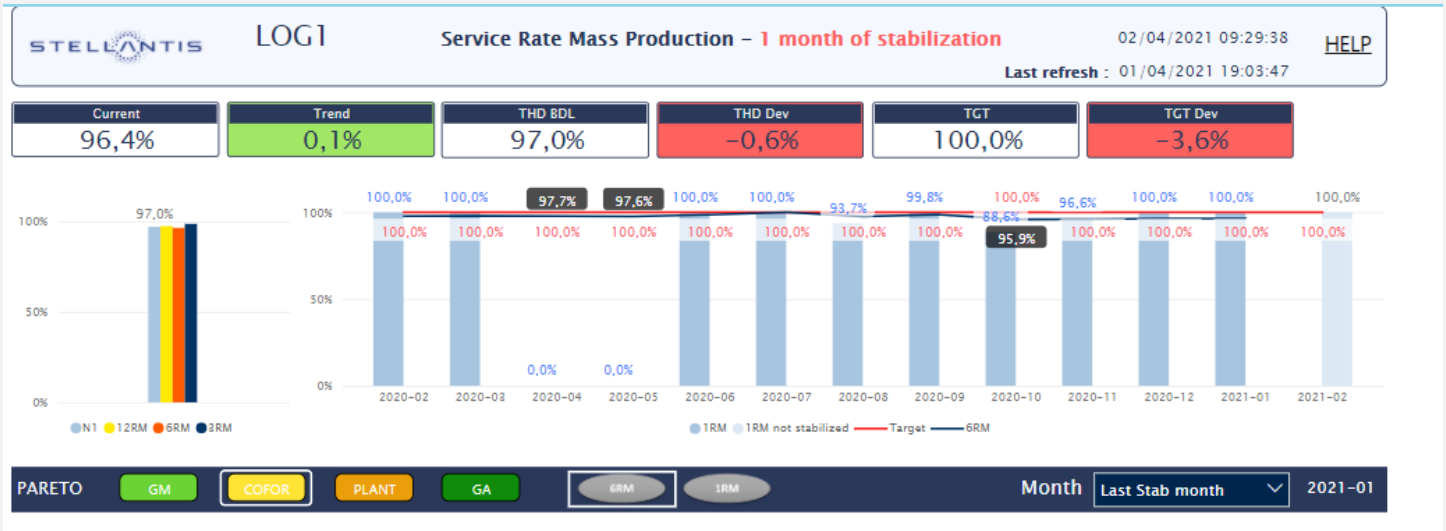
QEC3: In-Field Quality Incidents

This KPI represents the In-field Incidents (with Car Impact D to H) opened by Stellantis (ex PSA) plants where supplier responsibility is clearly demonstrated.



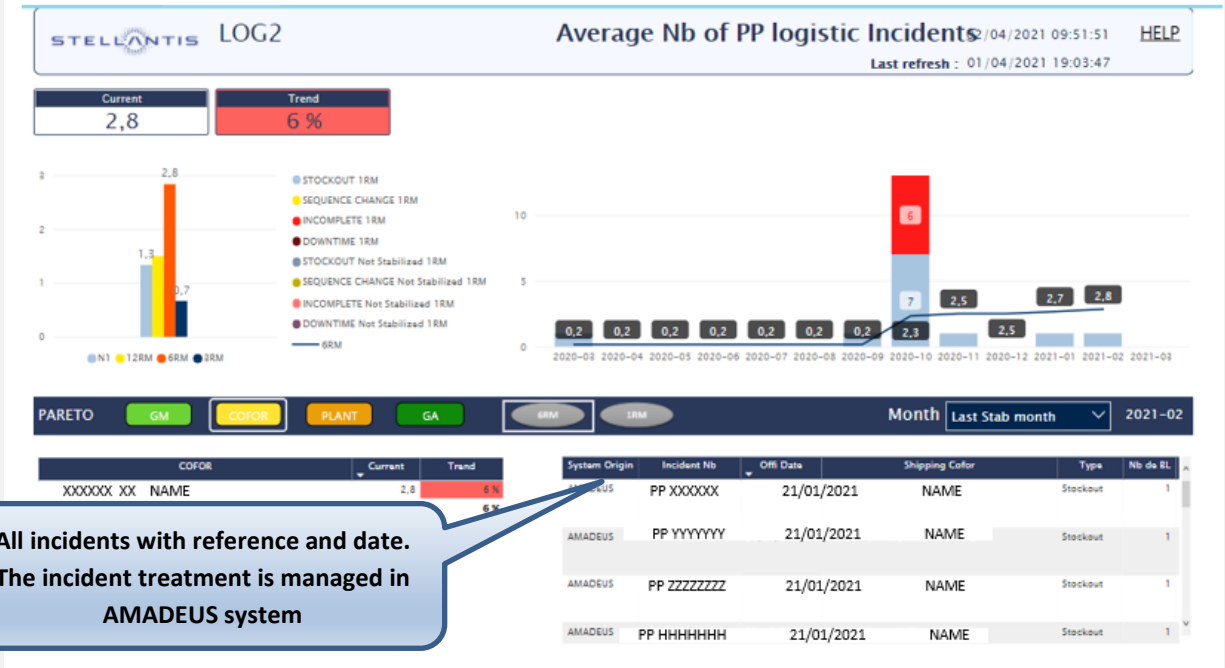
Supply Chain Trend Data (SC1, SC2, SC3 on BIDLIST Scoring Report)

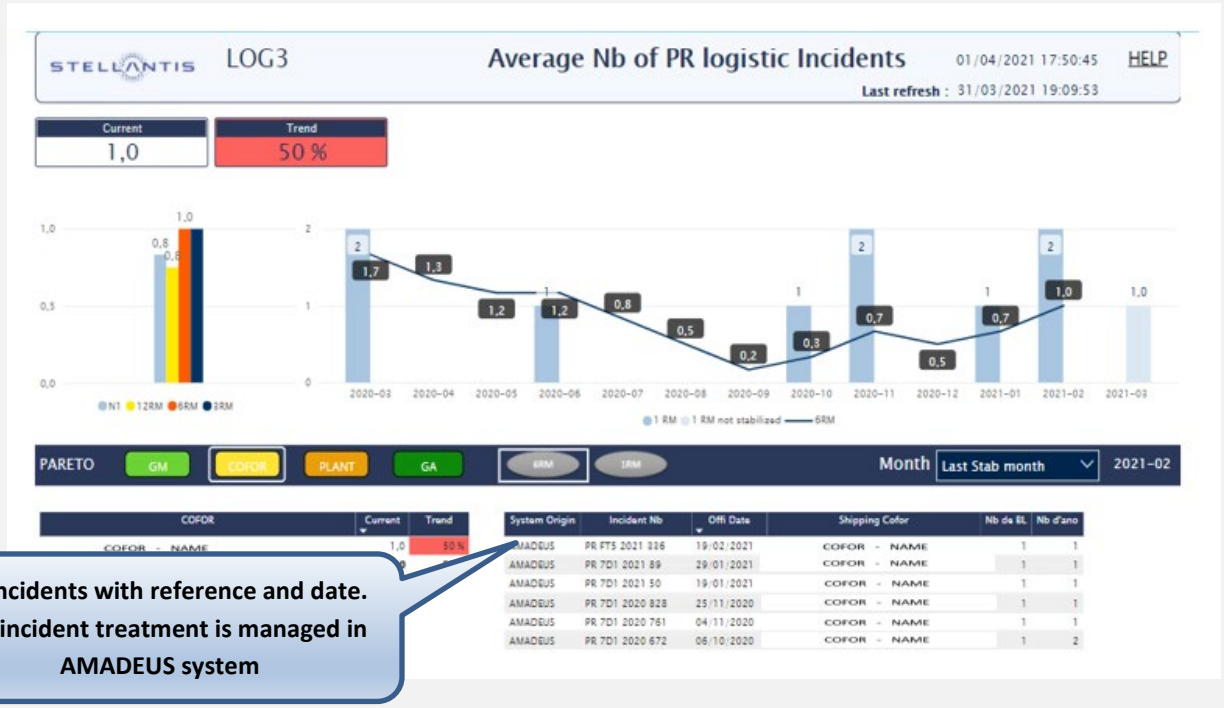
LOG1: Service Rate Mass Production (On-Time Delivery for Production Parts)



LOG2: PP Logistic Incidents

This KPI represents incidents detected during receipt or manufacturing process at Stellantis (ex PSA) Plant with direct impact on production (issues such as missing/wrong parts that cause production stops or product loss).



LOG3: PR logistic Incidents

This KPI represents the incidents detected during incoming receiving process at Stellantis (ex PSA) Plants without any impact on production (incoming material issues such as incorrect packaging).