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)

*If searching by Site Name or Location on the SIM homepage, multiple site codes can appear in the Search Results. Verify site location / code. See SIM Search Results below.

**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

**Key Points:**
1. Verify the address matches the current manufacturing audit site
2. Q1 Status is not “2,” “2,” or blank
3. No yellow highlight in gray site information banner (see “Additional Site Codes”, see below)

**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.

*If you see this message, STOP and go to the linked Primary Site Code to view manufacturing site performance*

**Sites with YELLOW HIGHLIGHTS indicate this information is linked from the primary site code indicated above**
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)

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

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 Scoring Detail - Zero Tolerance Metrics

This section provides the location of the zero-tolerance metrics that impact RED supplier status reported to the relevant IATF Oversight Office in the Q1 Score Dashboard.

Zero-tolerance metrics that impact RED supplier status reported to the relevant IATF Oversight Office are defined as: Commodity PPM for both Production and Service, Stop Shipments, Q1 Manufacturing Site Assessment, Field Service Actions, and Delivery for both Production and Service.
Q1 Scoring Detail – Under Review Status

This section provides the definition and expectations of Recommended Q1 Status of “Under Review”

**Under Review Definition:** A Site may have a system recommended Q1 action based on metrics, score, or time taken to achieve Q1. Any recommended action can be placed “Under Review” by the STA Engineer for any of the following reasons:

- STA is initially investigating the recommended action
- STA determined that action is not warranted (due to invalid, disputed or shared metrics)
- STA is working with the supplier to resolve the issue acceptably and Q1 action is not deemed necessary or appropriate.
- STA has given a short extension of time to achieve Q1 for a site making adequate progress.

**Expectation:** Regardless of if a Q1 recommended action is placed “under review”, if there is a recommended Q1 status change, or if there is a Q1 at risk flag, the performance driven audit should proceed as normal based on reported metrics. Any poor product quality or delivery performance metrics should be investigated and validated, as well as action plans in place to address the issue if applicable.
Q1 Revoked status

It is important to know the difference between Present Q1 Status and Recommended Q1 status

Q1 Revoked Status = IATF Special Status

1. Ford will notify the organization if the organization’s Present Q1 Status is placed in the Special Status of Q1 Revoked ("R"). Ford can submit an IATF Performance Complaint against the organization based on the issues leading to the Special Status of Q1 Revoked.

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

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

Q1 Scoring Detail – Delivery and Warranty Performance

Key Points:
- Orange delivery ratings in the Q1 Score Dashboard requires deeper analysis using detail links before inclusion in the audit plan
- Individual demerits for delivery ratings can be found in SUPER-G (see Performance Metrics Summary - Delivery)
- Production and service delivery scoring identifies the worst-performing delivery rating for the manufacturing site or any associated ship point within the same parent.

Blue, underlined links will take the user to a detail page (i.e. Production, Service, Field Service Actions)
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 Overall**

The Performance Metric summary page provides performance trends over 13 months and access to details

**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.

**PPM Summary**

**Key Points**
- To investigate PPM in more detail, you can use the [PPM Summary link](#) for grouping and filtering tools.
- All blue, underlined numbers will link to detailed information organized by part number.

**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.
Field Service Actions and Stop Ships Summary

Field Service Actions (recalls) and stop shipments (customer production interruptions) are significant events.
Warranty Summary
Warranty measurement Q1 scoring focuses on improvement in warranty repairs per 1000 vehicles

Performance Metrics Summary – Warranty

Key Points:
1. Warranty data is fed from Ford systems SWR / AWS (Analytical Warranty System) / GSAR (Global Systems for Analytics and Research)
2. The Supplier Warranty Reporting (SWR) Link can provide additional data on warranty claims, but does not directly align with Q1 metrics
3. Q1 scoring is based on comparison of the 3 month, 6 month, and 12 month R/1000 average
4. 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

QR Rate and APQP Launch Performance

Key Points:
1. QR Rate metric and APQP Launch Performance details are only available on the “On Demand Reports” view, mid right column in the “Views” list
2. “QR Rate Metric report” shows detail of the QR rate calculation used in Q1 scoring
3. “APQP Launch Performance” shows the launch rating and the STA Engineer comments for the supplier
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

<table>
<thead>
<tr>
<th>Plant Code</th>
<th>Plant Name</th>
<th>Country</th>
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<tbody>
<tr>
<td>D022A</td>
<td>Getrag Ford Transmission Halewood</td>
<td>UNITED KINGDOM</td>
</tr>
<tr>
<td>D052A</td>
<td>Getrag Ford Transmission Cologne</td>
<td>GERMANY</td>
</tr>
<tr>
<td>6651C</td>
<td>Getrag Ford Transmission Bordeaux</td>
<td>FRANCE</td>
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<tr>
<td>G205A</td>
<td>FORD GETRAG - SANAND</td>
<td>INDIA</td>
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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.