GM Scorecard IATF 16949 Quick Reference Guide

Background

For all IATF 16949 audits, there are three key steps to ensure a robust audit plan accounting for performance:

Rules 5.7.1 h) "external performance to targets and related trends, including customer reports and scorecards, customer satisfaction, and customer complaint summaries since the previous audit"
Rules 5.7.2 Audit plan "A member of the audit team shall undertake an analysis of the audit planning information provided by the client"
Rules 5.7.2 b) "An opening meeting with top management that covers…including a review of current customer reports and/or scorecards…"

This Scorecard IATF 16949 Quick Reference Guide identifies the specific scorecards, information, and requirements relevant to each of the Rules steps mentioned above.
A separate document provides images of the GM scorecards and reports identified below.
The GM Scorecard Screen Images document is available through the IATF Globaloversight web page.
Also included in this Scorecard IATF 16949 Quick Reference Guide is the GM OEM CSR and supplier code applicability to divisions and joint ventures with GM.

1. GM Scorecard – what performance data to use for audit pre-planning? (Rules 5.7.1 h)

The client should provide the following customer performance data for GM product (images are shown in the GM Scorecard Screen Images document, see the IATF Globaloversight web page):

- **SCMS Supplier Records screen** confirming client name, manufacturing DUNS number and address.
- **Impact Detail Report** indicating disruptions, product nonconformity incidents and details, Field Actions, New Business Hold records, including severity and supply chain SPPS records.
- **Sourceability Report** showing the Sourceability level.
- **CS 2 Notification Letters** (emails) received since the most recent audit with associated corrective actions.
- **GM 1927 17 SQ Processes and Measurements Procedure** showing metrics and status definition updates.

Note 1: the above required information should also be for any associated extended manufacturing sites.
Note 2: It is not acceptable for the client to provide any information or reports other than those listed above in this section, including the "SSE Scorecard".
Note 3: SPPS Detail Report will show the list of discrepancies, inspection criteria and GM SQE plan acceptance.
Note 4: If the information provided by the client is incomplete or incorrect, the certification body may request the client to provide the correct information during the audit opening meeting review of current customer reports and/or scorecards per IATF Rules 5.7.2 b).

2. How does an auditor analyze the GM scorecard data? (Rules 5.7.2)

a) Confirm the Manufacturing DUNS number, site name, city and state match the certificate and audit profile.

b) Review the Impact Detail Report for significant disruptions (New Business Hold [NBH] and Yard Holds) and for SPPS records with their associated Severity Score/Impact.
Prioritize NBH, Yard Holds and higher Severity SPPSs for focus in the audit plan.

c) Review the Sourceability Report for Sourceability Level and associated production / service metrics.
Note 1: New Business Hold (NBH) requires certificate suspension per GM CSRs.
Two conditions where a performance complaint is not submitted for Sourceability level < 3 are:
- Sourceability Level 0 – With no production receipts nor any quality SPPS records in the last 12 months
- Not certified to IATF 16949, and Mfg. DUNS number not included in any other site certification as a Remote Site or extended manufacturing site
Note 2: The criteria for Sourceability levels are found in GM SupplyPower, in the Document Library, Supplier Quality.

d) Understand the nonconformities and corrective actions associated with any CS 2 notifications

e) Review the GM OEM CSR and supplier code applicability (page 2 of this Guide) to determine applicability of CSRs

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3. What does an auditor focus on in the verification of the data? (Rules 5.7.2 b)

During the opening meeting, the CB auditor confirms online with the client reviewing the GM SupplyPower screens:

a) The client site Manufacturing DUNS number, site name, and address on the SCMS Supplier Records screen, Impact Detail Report and any other report reviewed – this is the Manufacturing DUNS number recorded in the audit report

b) Review the SCMS Supplier Records Screen, the Sourceability Report, and the Impact Detail Report for any changes in performance since the publication of the data reviewed in step 2 above
Ask the client if any CS 2 Notification Letters have been written since the most recent request

c) Time permitting, review applicable SPPS Detail Reports for specific issues and possible GM SQE acceptances.

Note: even if a GM SQE has accepted a client's corrective action plan to improve the Sourceability level to 3 or higher, the CB needs to verify the corrective actions and read across at the client.

If any disruptions have occurred since the incidents analyzed in step 2 above, update the audit plan, prioritizing in the order of NBH status, Yard Holds, Higher Severity SPPSs, and CS 2 corrective actions.

Note: Manufacturing DUNS numbers for associated extended manufacturing sites should also be recorded in the audit report

GM OEM CSR and supplier code applicability

GM (Incl. subsidiaries, affiliates, brands and Joint Ventures)	GM	SGM (China)	GMW (China)	Duramax	GMCH	GM Powered Solution (Automotive Products)
Numbering Scheme / Structure of Suppliers Codes (if applicable)	GM DUNS CODE	GM DUNS CODE	GM DUNS CODE	GM DUNS CODE	GM DUNS CODE	GM DUNS CODE
Can more than 1 supplier code exist for the same supplier (e.g. based on commodity, currency, etc)?	YES	YES	YES	YES	YES	YES
Is a supplier code required to be entered in the IATF Database?	YES	YES	NO	YES	YES	YES
Which supplier code should be entered into the IATF Database if more than 1 supplier code exists for the same site?	The Manufacturing site code	The Manufacturing site code	—	The Manufacturing site code	The Manufacturing site code	The Manufacturing site code
Is the IATF OEM scorecard used for suppliers to these organizations? If not, what is used?	SCMS	SCMS-EP System	SGMW Scorecard	SCMS	SCMS	SCMS
Are the suppliers required to meet the GM OEM CSRs?	YES	NO	NO	NO	YES	YES
If not, are their other CSRs that have to be met?	—	NO	NO	NO	—	—

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Details of GM's current quality requirements are available through GM SupplyPower in the Document Library, including GM 1927 17, Sourceability requirements, CG4338 GM 1927 03 Supplier Quality SOR (Statement of Requirements), etc. Changes are shown on GM SupplyPower.