Ford Scorecard IATF 16949 Pocket 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 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 ..."

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

The client should provide the following customer performance data for Ford product (images are shown below):

- Q1 Scoring Detail SIM screen confirming supplier name, manufacturing GSDB site code, city and state;
 Screen includes: 01 status; 01 score dashboard; 01 scores for: Capable Systems, Quality, Delivery
- and Warranty Performance; Production and Service;
 Performance Metric Summary screen showing details of Production and Service PPM; 13 months of performance trends; Delivery ratings; Warranty; BSAQ concern report counts;

Note 1: It is not acceptable for the client to provide SIM report cards more than two weeks old at the time of submission to the CB (SIM is updated weekly).

Note 2: Overall site performance is for the Primary site code, not for any linked Alternate site code Note 3: A recommended Q1 status is not to be used, only use the "Present Q1 status" on Q1 Score Details Note 4: Multiple site codes may exist at a single location, but should all be linked to the Primary site code

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

- a) Confirm the Manufacturing GSDB site code, site name, city and state match the certificate and audit profile (refer to the note above regarding "Multiple site codes").
- b) Review Q1 Scoring Detail (Q1 Score Dashboard) for red scores should be included in the audit plan. Orange scores are to be considered for the audit plan and yellow items offer continuous improvement opportunities. Review each category (Capable Systems; Quality, Delivery and Warranty Performance) for details of the scoring.
- c) Confirm the "Present Q1 status" to determine the applicability of IATF Special Status (Q1 Revoked)
- d) Review Performance Metric Summary to determine performance trends and months of activity

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

During the 1 hour pre-meeting, the CB auditor confirms online with the client reviewing the Ford SIM screens:

- a) The client site GSDB code, site name, city and state on any SIM screen, paying close attention to identify any Alternate site codes shown the Primary GSDB site code is the one recorded in the audit report
- b) Review the current Q1 status and Q1 Score Dashboard, noting any change of metric color codes since the preplanning submission to adjust the audit plan if necessary
- c) Review detail links from Performance Metrics Summary page to get part numbers and other specifics.
- d) Ask if any Engineering Alerts have been issued, temporarily modifying part specifications and ask about associated controls and part identification
- e) Review the Performance Metrics Summary page or any recent Field Service Actions or Stop Shipments

Note: verified GSDB site codes for associated extended sites should also be recorded in the audit report

4. Images of Ford SIM screens, for each report identified above

• SIM Homepage on Ford Supplier Portal in Covisint

SIM Homepage

<i>Fired</i> Supplier Improvement Metrics (SIM)	 SIM Homepage is available through Ford Supplier Portal,
HOME ADMINISTRATION VIEWS	Covisint
SIM Home	Supplier selects the "Supplier
My Search Criteria	Site" viewpoint from drop down list
Supplier Site: Site Code: Site Name (Memo Name): Country:Select * State/Province:Select * City: Postal Code: Supplier Parent Code: Search	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" *
Bulletins Only Constraints and Constraints a	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.

Select the appropriate GSDB site code

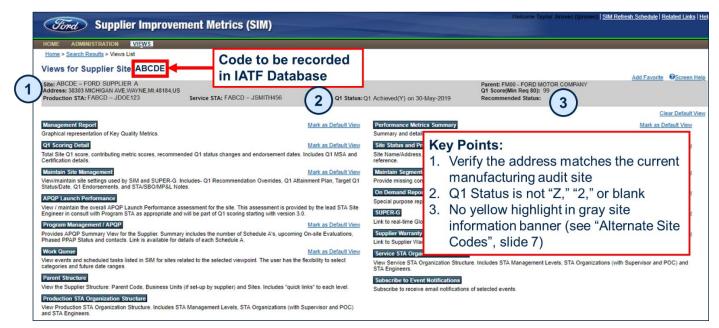
SIM Search Results

- · 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

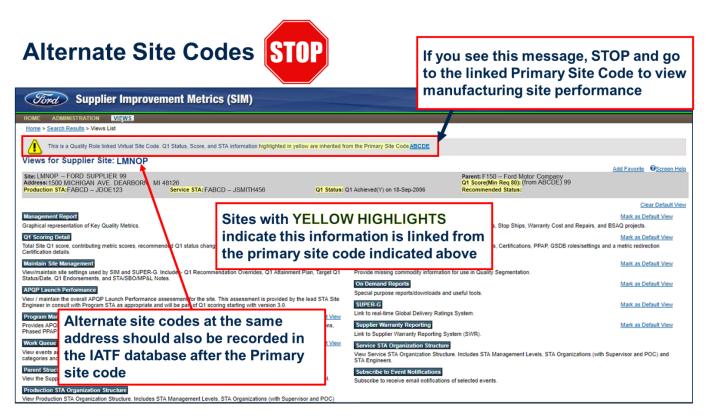
Ford Supplier Improvement Metrics (S	IM)	Welcome Ta	aylor Jirovec (tjirovec) <u>SIM (</u>	Refresh Schedule	Related Links He
HOME ADMINISTRATION VIEWS					
Home > Search Results					
Search Results for Supplier Site Viewpoint					Ø <u>Screen Help</u>
Modity Search Site Code: ABCDE State/Province: All Supplier Parent Code: All	Site Name: All City: All		Country: All Postal Code: All		
One Result found.				1	Clear Default View
Site Code 🔺 Site Name	<u>City</u>	State/Province	Postal Code	Country	Parent
	DEARBORN	MI	48126	U.S.A.	F150

<< Back to SIM Home</p>

SIM Views List for Supplier Site



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.



FORD OEM Quick Reference Guide, showing CSR and supplier code applicability

	FORD*	Lincoln*	Auto Alliance Thailand (AAT) (Rayong, Thailand)	Jiangling Motor Co (JMC) (China)	Sollers (Russia)	Otosan (Turkey)	ChangAn Ford (CAF) (China)
Numbering Scheme / Structure of Supplier Codes (if applicable)	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes
Can more than 1 supplier code exist for the same supplier (e.g. based on commodity, currency, etc.)?	YES	YES	YES (Only for Ford production parts)	YES (Only for Ford production parts)	YES	YES	YES
ls a supplier code required to be entered in the IATF Database as a Ford vendor? *	YES	YES	YES (Only for Ford production parts)	YES (Only for Ford production parts)	YES	YES	YES
Which supplier code should be entered into the IATF Database if more than 1 supplier code exists for the same site?		A Primary site A Primary site c des display a yellow w	e has a Q1 Status code ode will not have a yell rarning sign, a redirect	k the site performance other than blank, "Z" ow caution warning sig message to the primary as two distinct sites, with	or "2", and has a Q1 so n or yellow highlights v site code, and the Q1	core calculated. in the SIM banner. score and status from	
Is the IATF OEM scorecard used for suppliers to these organizations? If not, what is used?	YES	YES	YES (Only for Ford production parts)	YES (JMC QMS system for those suppliers not in Ford system)	YES	YES	YES
Are the suppliers required to meet the FORD OEM CSRs?	YES	YES	YES (Only for Ford production parts)	YES (For common Ford programs)	YES	YES	YES
If not, are there own CSRs that have to be met?							

*Includes Production, including Detroit Chassis Plant (DCP), and Service (FCSD – Ford Customer Service Division and FCS – Ford Component Sales)

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.

	Metrics S detail links		Delivery, I	Field Actions	, Stop Sł	nips, Warra	nty Cos			<u>)efault View</u> SAQ				
erformanc	e Metrics	Summary	for Supp	lier Site: A	BCDE								-	
Address:1234	- Ford Suppl 15 Mighigan A Abcd - Jdoe1	VE, DEARBOR		STA:FABCD - JS		Q1 S 2016		Approval Denied(X) on 12-Feb-	Q1 Score (M	- FORD MOTOR in Req 80): 82		Print Version	Screen Help
PPM Mature PPM	Summary		lonth	6 Month		Export Table (Options	Servi		3 Month		ŝ Month		port Table Options
PPM	duction		78	6 Month 57		12 Monun 84		PPM	ce	3 Monun 7911		4160		10mm 166
Receipts			8744	6717816		13138453		Receipts		9860		20192		889
Rej + Rew			169	385		1107		Rei + Rew		78		84		50
QRs			112	213		536		QRs		1		3		1
ChargeBack		46	2159	584750		1098198						-		
PPM Prod	uction <u>PPM S</u>	ummary I	<u>QR Detail</u>											port Table Options = Immature Month
Actions	Metric	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 201	18 Oct 201	3 Nov 2	018 Dec 201	3 Jan 2019	Feb 2019	Mar 2019	Apr 2019
Action	PPM	122	77	137	150	95	99	49	33	21	58	91	86	125
Action	Receipts	<u>1111079</u>	<u>861906</u>	<u>1163967</u>	<u>805834</u>	<u>1315525</u>	<u>116232</u>	<u>6 1272345</u>	<u>10417</u>	<u>54</u> <u>974973</u>	<u>1092837</u>	<u>1136085</u>	<u>1199822</u>	<u>1019760</u>
Action	Rej + Rew	<u>135</u>	<u>66</u>	<u>160</u>	<u>121</u>	125	<u>115</u>	62	34	20	<u>63</u>	103	103	<u>127</u>
Action	QRs	<u>73</u>	36	<u>52</u>	<u>42</u>	<u>72</u>	<u>48</u>	<u>50</u>	32	<u>19</u>	28	45	39	34
Action	ChargeBack	<u>67617</u>	57345	76088	<u>92989</u>	<u>172677</u>	46731	42480	5939	0 20722	29644	78785	353730	29008

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)

erformance	ce Metrics S	ummary						Mark as De	efault View	L				
ummary an ojects.	d detail links	for PPM, D	elivery, Fie	Id Actions, S	Stop Ships,	Warranty Co	ost and Rep	airs, and BS	QAQ					
rformanc	e Metrics	Summary	for Suppl	lier Site:	ABCDE						A	dd Favorite	Print Version	OScreen He
Address:123	- Ford Suppl 45 Mighigan A ABCD - Jdoe1	VE, DEARBOR		STA:FABCD - J		Q1 5 2016		roval Denied(X)	on 12-Feb-	Parent:F150 – F Q1 Score (Min F Recommended	ORD MOTOR Reg 80): 82			C OUCCITIC
PPM Mature PPM	Summary					Export Table	Options						Ex	port Table Opti
	oduction		onth	6 Month		12 Month		Service		3 Month		Month		lonth
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Rej + Rew			69	385		1107		+ Rew		78	_	84		50
QRs ChargeBack			12	213 584750		536 1098198	QR	S		1		3	3	11
PPM Prod	uction PPM S	_	QR Detail	304/30									Legend:	port Table Opti = Immature Mo
Actions	Metric	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019
Action	PPM	122	77	<u>137</u>	150	95	99	49	33	21	58	<u>91</u>	86	125
Action	Receipts	<u>1111079</u>	861906	<u>1163967</u>	805834	<u>1315525</u>	<u>1162326</u>	1272345	<u>1041754</u>	<u>974973</u>	<u>1092837</u>	<u>1136085</u>	1199822	1019760
Action	Rej + Rew	135	66	160	121	125	<u>115</u>	<u>62</u>	34	20	<u>63</u>	103	103	127
Action	QRs	73	36	<u>52</u>	42	72	48	50	32	19	28	45	39	34
Action	ChargeBack	67617	57345	76088	92989	172677	46731	42480	59390	20722	29644	78785	353730	29008

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).

	Part Base: All Site: All Ship Point: All					odity: All A Org: All egion: All				Plant: All Vehicle Line: All	
ature Month Sum		ort Table Options									
Production 3 Month	6 Month	12 Month									
M 138	103	88									
eceipts 3211526	6640270	13213027									
ej + Rew 443	685	1162									
Rs 128	243	506									
hargeBack 102839	574670	1255404									
You can also group the data	, ,					e actions or click or	n the number of p	arts to view more e	details.		
You can also group the data Grouping Options Group By: -Select	, ,		Diptions. Hover on t		view the possible	e actions or click or	n the number of p	arts to view more (details.		
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ou can also group the data Grouping Options	, ,					e actions or click or Dec 2018	n the number of p Jan 2019	arts to view more o Feb 2019	Mar 2019	Apr 2019 May 2019 Jun 2019	- initiature in
Actions Metric Actions PPM	t	Aug 2018	Metric: All	Oct 2018	Go	Dec 2018			Mar 2019	Apr 2019 May 2019 Jun 2019	Jul 2019 <u>46</u>
Actions Metric Action PPM Action Receipts	Jul 2018 150 805834	Aug 2018 95 1315525	• Metric: All Sep 2018 99 1162326	Oct 2018 49 1272345	Co Nov 2018 33 1041754	Dec 2018 21 974973	Jan 2019 <u>57</u> <u>1092837</u>	Feb 2019 65 1136085	Mar 2019	Apr 2019 May 2019 Jun 2019 It Table to Excel (Screen View)	Jul 2019 <u>46</u> <u>632004</u>
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Actions Metric Action PPM Action Receipts	Jul 2018 150 805834	Aug 2018 95 1315525	• Metric: All Sep 2018 99 1162326	Oct 2018 49 1272345	Co Nov 2018 33 1041754	Dec 2018 21 974973	Jan 2019 <u>57</u> <u>1092837</u>	Feb 2019 65 1136085		Apr 2019 May 2019 Jun 2019 It Table to Excel (Screen View)	<u>632004</u>

Detail of confirming 12 months of activity

Filter Criteria: 🖪 Madify Coloria I Class

Image from Excel File – PPM 48 Months

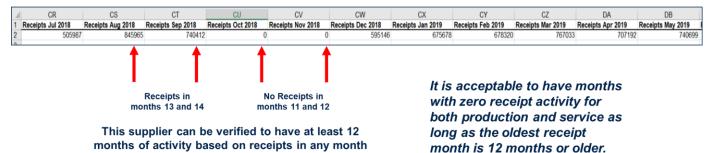
from month 12 to month 48 in the Excel file

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

DC		DD	DE	DF	DG	
Receipts Jun 201	19 Receipt	ts Jul 2019	Receipts Aug 2019	Receipts Sep 2019	RejRew Oct 2015	
71	15209	474664	84218	772590		0

Month

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



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.**

					Welcome Taylor Jirovec (tjirovec)	SIM Refresh Schedule Related Links Hel
	Gord Supplier Improven	ient metrics (SIM)				
	HOME ADMINISTRATION VIEWS					
	Home > Search Results > Views List					
	Views for Supplier Site: AP02A					Add Favorite @Screen Help
	Site: ABCDE – FORD SUPPLIER A Address: 38303 MICHIGAN AVE,WAYNE,MI,48184,US Production STA: FABCD – JDOE123	Service STA: FABCD – JSMITH456	Q1 Status: Q	1 Achieved(Y) on 30-May-2019	Parent: FM00 - FORD MOTOR COMPANY Q1 Score(Min Req 80): 99 Recommended Status:	
						Clear Default View
	Management Report Graphical representation of Key Quality Metrics.		Mark as Default View	Performance Metrics Summary Summary and detail links for PPM, Deliv	very, Field Actions, Stop Ships, Warranty Cost and Re	Mark as Default View pairs, and BSAQ projects.
	Q1 Scoring Detail		Mark as Default View	Site Status and Profile		Mark as Default View
	Total Site Q1 score, cr tributing metric scores, recommen Certification details.	ded Q1 status changes and endorsement dates.	Includes Q1 MSA and	Site Name/Address, Contacts, Q1 Statu reference.	is, Q1 MSA Status, Certifications, PPAP, GSDB roles/s	settings and a metric redirection
	Maintain Site Mani jement		Mark as Default View	Maintain Segmentation Commodities	3	Mark as Default View
	View/maintain site sittings used by SIM I SUPER-G. In Status/Date, Q1 En orsements, and STA/SBC VP&L Note	cludes- Q1 Recommendation Overrides, Q1 Atta	inment Plan, Target Q1	Provide missing commodity information	for use in Quality Segmentation.	
	APQP Launch P formance			On Demand Reports		Mark as Default View
	View / maintain the overall APQP Launch Performance as	ses pent for the site. This assessment is provide	ed by the lead STA Site	Special purpose reports/downloads and SUPER-G	useful tools.	Mark as Default View
	Engineer in consult with Program STA as appropriate and Program Manutement / APQP	will be plat of Q1 scoring starting with version 3.0	Mark as Default View	Link to real-time Global Delivery Ratings	s System.	Mark as Delaur view
	Provides 1991 Summary View for the Supplier Summary	includes the august of the data the	On eite Freiheitigen	Proveline Mineresky Provestine	•	Mark as Default View
Q1 Scorin	g Detail				Mark as Default	View
Total Site C Certification	21 score, contributing metric so n details.	cores, recommended Q1	I status chang	es and endorsemen	t dates. Includes Q1 MSA	and pervisor and POC) and
	Production STA Organization Structure View Production STA Organization Structure. Includes STA and STA Engineers.	A Management Levels, STA Organizations (with	Supervisor and POC)			

The Q1 Score Dashboard provides recommendations for performance driven audit trails

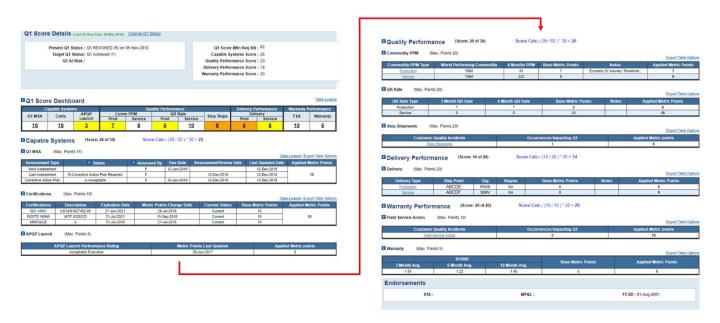
Q1 Scoring Detail

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.

Site Q1 Performance for Supplier Site	e: ABCDE						Add Fav	vorite 🚊 Print Vers	sion Ø <u>Screen Help</u>	1
Site: ABCDE – FORD SUPPLIER A Address:12345 MIGHIGAN AVE, DEARBORN, MI 4812 Production FABCD – JD0E123	6 ce sta:Fabcd – JSM		Q1 Status: 0 2016	21 Approval Denied		Parent:F150 – Q1 Score (Min Recommended	Status:			
Q1 Score Details (Last Q1 Run Date: 22-Apr-2019	Change Q1 Status						Colors and performation			oor
Present Q1 Status : Q1 APPR D Target Q1 Status: Q1 Achieved Q1 At Risk :		6			Q1 Score (Min I Capable System uality Performance livery Performance	s Score : 20 e Score : 30	<u>Color Cod</u> Red : Inclu Orange: C	de in aud		olan
				Wa	rranty Performance	e Score : 20	Yellow: Co Opportuni White: Ac	ty		
Q1 Score Dashboard Capable Systems			Quality Performance				y Performance	Warranty P	erformance	
Q1 MSA Certs APQP Launch	Comm F Prod	Service	Prod	Rate Service	Stop Ships	Prod	Delivery Service	FSA	Warranty	
<u>10</u> <u>10</u> <u>0</u>	<u>9</u>	<u>10</u>	<u>10</u>	<u>10</u>	<u>20</u>	<u>6</u>	<u>6</u>	<u>10</u>	<u>5</u>	

Scrolling down on this webpage will provide a further breakdown of the scores

Q1 Scoring Detail – Full Page View



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

Q1 Revoked Status = IATF Special 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: 28-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



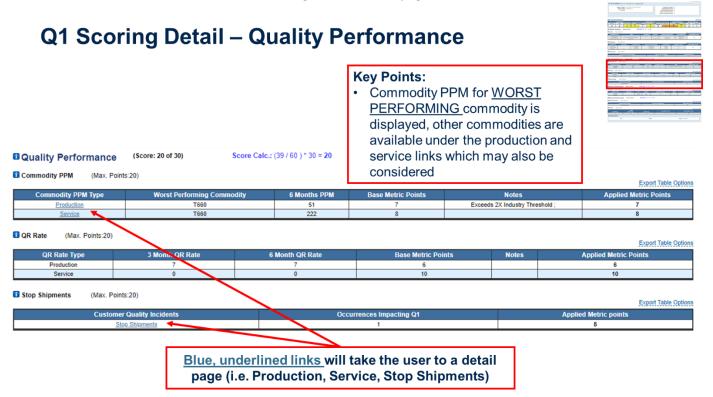
Red box will indicate location on the screen

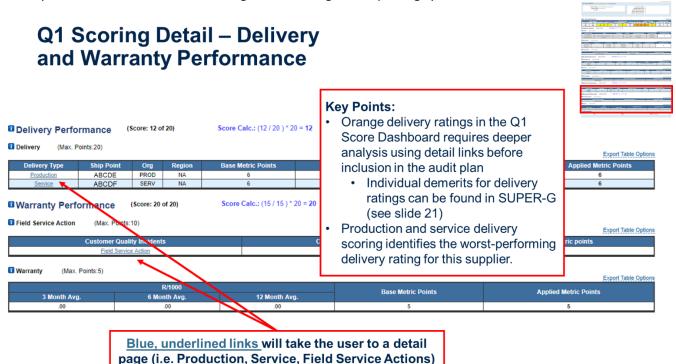
Suppliers are required to record their certifications into GSDB, these details should be validated

Q1 Scoring Det	ail – Capa	ble Syst	ems		
Next Assessment P. Corrective Action Pic	Score Calc.: (20 / 30) * 30 = 3 Maximum points available in that netric vs Applied Metric Points	Due Date 29-May-2018	Assessment/Review Date	Last Updated Date 08-Dec-2017 08-Dec-2017 08-Dec-2017 Key Points:	Table Legend Export Table Options Applied Metric Points 10
ISO 14001 CERT-0124075 10-Se ISO/TS 16949 xxxxxxx 08-Se	p-2021 15 p-2021 17 1-2019 04 Verify Correct	Metric P	Current Status Current	Verify correct Number and s	s in Q1 MSA or n can be an

- 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

Further details for each metric are available through links on each page





Key thresholds drive delivery metric scoring in Q1

Delivery Performance Detail

)elivery	(Max. Points:2	20)	
Deliver	у Туре	Ship Point	Org
Produ	uction	ABCDE	PROD
Ser	ice	ABCDF	SER\

- Clicking the "<u>Production</u>" and "<u>Service</u>" 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
 Expert Table Optimies
 Legend: O - Delivery Risk

Show results per page: 10 | 25 | 50 | 100 Showing Delivieries : 1 - 3 of 3.

<u>Ship Point</u>	Org	Region	6M Weighted Average	# of Consecutive <u>Ratings < 81</u>	Base Metric points	Applied Metric points	<u>Notes</u>
ABCDE	PROD	NA	90.05	0	6	6	Used for Q1 ;
ABCDE	PROD	EU	92.36	0	6	6	
ABCDF	PROD	NA	95.76	0	6	6	

Show results per page: 10 | 25 | 50 | 100 Showing Delivieries : 1 - 3 of 3.

<< Back to Site Q1 Performance</p>

PPM

Performance Metric Summary

The "Performance Metric Summary" view provides an overview of the following metrics

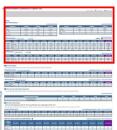
- **PPM Summary**, • **Production, and Service**
- **Delivery Ratings for** • production and service
- **Field Service Actions** • (FSA) and Stop Shipments (SS)
- Warranty Performance •

This view is located on the top right corner of the "Views List"

*M 34 scorpts 34 sj = Rew Rs	Month 80 128744 273 115 69441 I <u>QR Detail</u> May 2018 <u>77</u> 801906	6 Month 58 6717816 389 216 837778 Jun 2018		12 Month 85 13138453 1111 539	PPI	Service M		3 Month 7911		Month		Month
- Rae a service	273 115 69441 I <u>OR Detail</u> May 2018 <u>77</u>	369 216 837778		1111	Ber					4160	4	066
s argeBock argeBock argeBock argeBock argeBock Apr 2015 Actions PPM 3122 Actions Receipt 1111078 Actions Receipt 1111078 Actions Rel #Rew 1155 Actions Rel # Rew 1155 Actions Office 22	115 69441 I <u>OR Detail</u> May 2018 <u>77</u>	216 837778				celpts		9860		20192	30	1889
Argelitick a PPM Production PPM Survey, Actions Metric Apr 2018 Action PPM 122 Action Recelsts 1111078 Action Rel = Rev 125 Action Rel = Rev 125	69441 I <u>OR Detail</u> May 2018 <u>77</u>	837778		539	Rei	+ Rew	_	78	_	84		150
PPM Production <u>PPM Summary</u> Action <u>Metric Apr 2018</u> <u>Action PPM 122</u> <u>Action Recepts 313127</u> <u>Action Rei Rev 135</u> <u>Action ORs 23</u>	<u>OR Detail</u> May 2018 <u>77</u>				QR	5		1		3		11
Actions Metric Apr 2018 Action PPM 122 Action Receipts 1111078 Action Raj + Raw 125 Action ORs 73	May 2018	Jun 2018		1351225								
Action PPM 122 Action Receipts 1511075 Action Rej + Rew 135 Action ORs 73	11										Legend:	
Action Receipts 1111079 Action Rej + Rew 135 Action QRs 73		137	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2015	Feb 2015	Mar 2019	Apr 201
Action Rej + Rew 135 Action QRs 73		1163967	150 805834	25 1315525	20	49	33 1041754	21 874973	54	92 1136085	1199822	101076
Action ORs 73					1102320	-			1092837		106	
	<u>66</u> 36	<u>160</u> 52	<u>121</u> 42	125	48	<u>62</u> 50	34 32	20	28	<u>104</u> 46	41	136
	57345	76088	92949	172677	46731	288,225	593.90	20722	29644	78897	360200	32406
PPM Service PPM Summary 1 C	OR Detail										Fi.	eert Table, C
Actiona Metric Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 20
Action PPM 2701	3480	2817	2309	13773	9	2	1764	2		22569	9	9
Action Receipts 3323	3736	2485	1732	2295	2025	3745	3402	2185	2696	3456	2708	2314
Action Rej - Rew 2	13	Z	4	33	9	2	5	2	2	78	<u>é</u>	9
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te following tables display the summary i oduction Delivery <u>Vew Production F</u> Rating Type May 2011 duction Ratings 1	Ratiops				Oct 2018	Nov 2018	E 2018	Jan 2015	Feb 2013			
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the following tables display the summary obtaction Delivery <u>Vew Production for</u> <u>Ritling Type</u> <u>Mity 2011</u> duction Ratings 1 distortion Ratings 1 trivice Delivery <u>Vew Service Ratings</u>	Ratings 8 Jun 2018 1 0	Jul 2018 1 0	Aug 2018	Sep 2018 1 0	1	1	1	1	1	Mar 2019 1 0 Latest Deli	Apr 2015 1 0	May 20

Metric	Dec 2017	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	3 Mos. Avg.	6 Mos. Avg.	12 Mos. Avg.
000113	1.42	1.85	1,76	1.22	1.50	1.31	1.50	1.05	1.49	1.63	0.92	0.92	1.16	1.27	1.30
CPU	0.33	0.63	0.53	0.20	0.42	0.31	0.46	0.46	0.54	0.33	0.24	0.23			
BSAG		-	uality (BSAC	a d phonesi	1.1	-	10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -			121 20	-	1.000		e Concern Report I	
Region	(All May e)	2018 J	lun 2018	Jul 2018	Aug 2018	Sep 201	18 Oct 2	2013	Nov 2018	Dec 2018	Jan 2019	Feb 201	9 Mar 2011	a Apr 2019	May 2013
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ipen					-				10	2	10			2	5
Open f Created		2	2	- 2											

Performance Metrics Summary - PPM



Performance Metrics Summary for Supplier Site: ABCDE

dress:1234	- Ford Suppli 5 Mighigan Av Abcd - Jdoe12	E, DEARBORN		TA:FABCD – JS	SMITH456	Q1 S 2016		Approval Denied(X)	on 12-Feb-	Parent:F150 – F0 Q1 Score (Min Re Recommended St		IY		
PPM ature PPM	I Summary					Export Table (Options						Expo	rt Table Opti
Pn	oduction	3 M	onth	6 Month		12 Month		Service		3 Month	6 Month		12 Mo	nth
M		8	30	58		85		PPM		7911	4160		4066	
ceipts			8744	6717816		13138453		Receipts		9860	20192		3688	
ij + Rew		2	73	389		1111		Rej + Rew		78	84		150	
Rs hargeBack PPM Prod	duction PPM S	469	15 9441	216 837778		539 1351225		QRs	-	oints:	PPM in n	nore	detail	PĮ.
Actions Action Action Action Action Action Action	fuction PPM S Metric PPM Receipts Rej + Rew QRs	469 Summary 41 Apr 2018 122 1111079 135 73		837778 Jun 2018 <u>137</u> <u>1163967</u> <u>160</u> <u>52</u>	Jul 2018 150 805834 121 42	1351225 Aug 2018 95 1315525 125 72	Ser 201 99 <u>116232</u> <u>115</u> <u>48</u>	8 Oct 2011 49 2 <u>1272345</u> 62 50	 To you for 	investigate u can use grouping	e PPM in n the <u>PPM S</u> and filterin erlined nun	g too	nary li Is	, ™ nk ¹⁹ 횓
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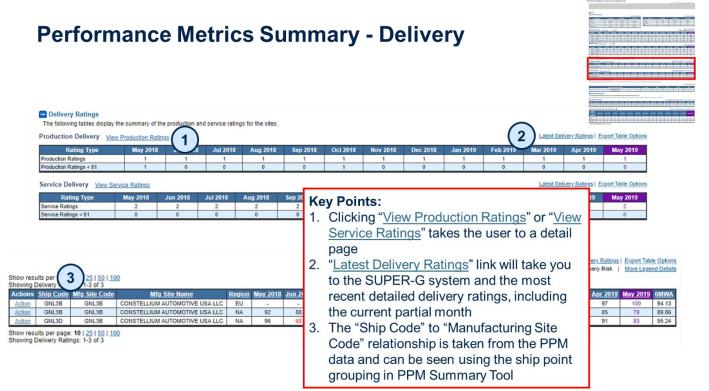
Scrolling down on this webpage will include Delivery, Field Service Actions, Stop Shipments, and Warranty

Specific part numbers contracted by Ford are available through the export table reports

PPM Summary Tool

		Site: All Site: All Point: All				Commo STA Brand/Reg	Org: All	Key Po	oints		PI	lant: All		
Production PPM Receipts Rej + Rew QRs ChargeBack Monthly D	3 Month 80 3428744 273 115 469441 etails	Expor 6 Month 58 6717816 389 216 837778	Table Options 12 Month 85 13138453 1111 539 1351225	wing options. H	over on the 'Ac	tions' link to view	w the possible	2. Met com 3. Acti mor	eral key rics – at ponent ons – al nth activ	elemen ole to se of PPM llow you ity by pa	ts lect a s to allov to add art numl	group r pecific n v sorting filters ar per vides op	netric or J of resu nd view	Its
Grouping	Options p By:Sele	ect	• (2 ^{1 Metric}	:: All	¥	Go					t detail	data	port Table Op = Immature N
Grouping		Apr 201	• (3 May 2018	2 Metrie	: All Jul 2018	• Aug 2018	Go Sep 2018						data	************
Actions	Metric		• May 2018	Jun 2018 137	Jul 2018		Sep 2018	0ct 2018	nload 4	8 month	Jan 2019	t detail	data	= Immature I Apr 201 <u>133</u>
Actions Action PF Action Re	Metric Metric	Apr 201 <u>122</u> <u>1111079</u>	77 861906	Jun 2018 <u>137</u> <u>1163967</u>	Jul 2018 150 805834	Aug 2018 <u>95</u> <u>1315525</u>	Sep 2018 99 1162326	0ct 2018 49 1272345	Nov 2018 33 1041754	8 month	Jan 2019 58 1092837	Feb 2019 92 1136085	data	= Immature Apr 20 <u>133</u> <u>101976</u>
Actions Action PF	Metric PM seceipts sj + Rew	Apr 201 <u>122</u>	77	Jun 2018 137	Jul 2018	Aug 2018 <u>95</u>	Sep 2018	0ct 2018	Nov 2018	8 month	Jan 2019	t detail	data	= Immature Apr 20

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 (recalls) and stop shipments (customer production interruptions) are significant events

E Field Servio	ce Actions/Stop Shipments able displays the summary of the customer quality incide			-				Expert Table Options
	Customer Quality Incident	S		2015	2016	2017	2018	2019
	Field Service Actions			0	0	0	0	0
	Stop Shipments			0	0	0	2	1
			1.	links will years ind There is	oments and <u>B</u> show all inci	dences repo n the detail	orted in the	
show results per page showing Stop Shipme	ents: 1-3 of 3	1						
Site Code	Site Name	Identified Date	Stop Shipmen	Part		escription	(2	Q1 Score Impacted
ABCDE	FORD SUPPLIER A	17-Apr-2019	NA033194			X482 – Blinker Fluid		Y
ABCDE	FORD SUPPLIER A FORD SUPPLIER A	08-Oct-2018 05-May-2018	NA120194 NA042715			552 – Left Phalange 550 – Flux Capacitor		
ABODE	FURDOUFFLIERA	00-1012-2010	INA042715		2010/01 = 3			

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

E Warranty Performan	ce			Metric			nary	7 – W	arra	inty					
Warranty Data refreshed			-	-			ace visit SWR								
Warranty Performance	represents	S MOTORS IT SELV	ice wairair	ty by month of Producto	i. Por additional vi	arrainy details pre	ase visit overt.					5	Supplier Warranty R	eporting (SWR)	Export Table Options
	an 2018	Feb 2018	Mar 2	2018 Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 201			6 Mos. Avg.	12 Mos. Avg.
R/1000 1.42	1.85	1.76	1.2	22 1.50	1.31	1.59	1.05	1.49	1.63	0.92	0.92		1.16	1.27	1.39
CPU 0.33	0.63	0.53	0.3	30 0.42	0.31	0.46	0.46	0.54	0.33	0.24	0.23				
Balanced Single Agend	for Qu	ality (BSAQ)		Key Poir	nte'						_/		BSAQ Top	Concern Report	Export Table Options
BSAQ Concerns (All Regions) May 20	18	Jun 2018	Jul 2	• Warra	anty dat			Ford sy			Feb	2019	Mar 2019	Apr 2019	May 2019
Month Start Open 75		<u>73</u>	<u>68</u>		· ·			System	,			21	<u>29</u>	<u>33</u>	34
# Created 3		2	<u>5</u>	(Glob	al Syste	ems for	Analy	tics and	Resea	rch) 🖊		8	8	2	5
# Closed 5		Ζ	2	 The S 	upplier	Warran	nty Rej	oorting	(SWR)	Link ca	an 🗕	0	4	1	2
BSAQ Data refreshed as	of 01-Jur	n-2019		provid does • Q1 so montl • Warra	le addit not dire oring is n, 6 moi anty is s	ional da ctly alig based nth, and hared r	ata on gn with on co d 12 m respon	warran Q1 me mpariso onth R/ sibility I t based	ty claim trics on of the 1000 av	is, but e 3 verage					

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 Pe	erformance
	On Demand Reports for Supplier Site: ABCDE	@Screen Help
	Site: ABCDE – FORD SUPPLIER A Address:12345 MIGHIGAN AVE, DEARBORN, MI 48126 Production FABCD – JDOE123 Service STA: FABCD – JSMITH456 Q1 Status: 0 2016	Parent:F150 - FORD MOTOR COMPANY Q1 Score (Min Reg 80): 82 21 Approval Denied(X) on 12-Feb- Recommended Status:
	 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 	C1 History - External History of Q1 Status changes for supplier sites related to the selected viewpoint. PPM Directed Tier 2 MPA Tier 1 supplier to view the PPM performance of parts which have been reported under the directed tier 2 manufacturing site per a multi party agreement. Condity Reject Details Directed Tier 2 MPA Tier 1 supplier to view the QR's for the parts which have been reported under the directed tier 2 manufacturing site per a multi party agreement. Tier 1 supplier to view the QR's for the parts which have been reported under the directed tier 2 manufacturing site per a multi party agreement. Tier 1 supplier to view the QR's for the parts which have been reported under the directed tier 2 manufacturing site per a multi party agreement. The report shows details of the QR Rate Metric by Supplier Site (no plant detail) for the selected viewpoint.
(3 List of APQP Launch Performance List of APQP Launch Performance Assessments and associated Q1 Metric Scores for the viewpoint related sites. Warranty Performance This report shows details of the Warranty Performance for the selected viewpoint.	QR Rate Incl. Data Outside Q1 Control of the QR Rate Metric including data excluded from the Q1 process for the selected viewpoint. G1 Scoring Version Comparison This report compares the Q1 Scoring 2.0 and 3.0 values for sites in the selected viewpoint.

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

Plant Code 🔺	Plant Name	<u>Country</u>
<u>0122A</u>	Getrag Ford Transmission Halewood	UNITED KINGDOM
<u>0132A</u>	Getrag Ford Transmission Cologne	GERMANY
<u>6651C</u>	Getrag Ford Transmission Bordeaux	FRANCE
GZD5A	FORD GETRAG - SANAND	INDIA

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.