

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: Q1 status; Q1 score dashboard; Q1 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 pre-planning 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

Supplier Improvement Metrics (SIM)

HOME ADMINISTRATION VIEWS

Home

SIM Home

My Search Criteria

Viewpoint: **Supplier Site**

Supplier Site:

Site Code:

Site Name (Memo Name):

Country: --Select--

State/Province: --Select--

City:

Postal Code:

Supplier Parent Code:

Search

Bulletins

Q1 3rd Edition resources

30-Jul-2018

The Q1 3rd edition book and training materials are available on the Ford Supplier Portal at <https://web.gpr.ford.com/sta/Q1.html> in the Q1 3rd Edition section. Please direct any questions or concerns related to Q1 scoring to SUPLCOMM@ford.com. Important - Please do not send questions/disputes on specific delivery ratings as those may be time sensitive and should be directed to

- 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.

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

Supplier Improvement Metrics (SIM)

Welcome Taylor Jirovec (tjirovec) | SIM Refresh Schedule | Related Links | Help

HOME ADMINISTRATION VIEWS

Home > Search Results

Search Results for Supplier Site Viewpoint

[Modify Search](#)

Site Code: ABCDE

Site Name: All

Country: All

State/Province: All

City: All

Postal Code: All

Supplier Parent Code: All

[Clear Default View](#)

One Result found.

Site Code	Site Name	City	State/Province	Postal Code	Country	Parent
ABCDE	Ford Supplier A	DEARBORN	MI	48126	U.S.A	F150

One Result found.

[<< Back to SIM Home](#)

Verify the 3 key points listed

SIM Views List for Supplier Site

Code to be recorded in IATF Database

Key Points:

1. Verify the address matches the current manufacturing audit site
2. Q1 Status is not "Z," "2," or blank
3. No yellow highlight in gray site information banner (see "Alternate Site Codes", slide 7)

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



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

Alternate site codes at the same address should also be recorded in the IATF database after the Primary site 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
Is 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?	<p>The Primary site code(s)* used to track the site performance should be entered in the IATF database. A Primary site has a Q1 Status code other than blank, "Z" or "2", and has a Q1 score calculated. A Primary site code will not have a yellow caution warning sign or yellow highlights in the SIM banner. Alternate site codes display a yellow warning sign, a redirect message to the primary site code, and the Q1 score and status from the primary code.</p> <p>* Note that in some instances Ford may recognize a partitioned facility as two distinct sites, with two distinct primary site codes, which may share an IATF certification.</p>						
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.**

Performance Metrics Summary
[Mark as Default View](#)

Summary and detail links for PPM, Delivery, Field Actions, Stop Ships, Warranty Cost and Repairs, and BSAQ projects.

Performance Metrics Summary for Supplier Site: ABCDE

[Add Favorite](#)
[Print Version](#)
[Screen Help](#)

Site: ABCDE – FORD SUPPLIER A
 Address: 12345 MICHIGAN AVE, DEARBORN, MI 48126
 Production FABCD – JDOE123...

Service STA: FABCD – JSMITH456

Q1 Status: Q1 Approval Denied(X) on 12-Feb-2016

Parent: F150 – FORD MOTOR COMPANY
 Q1 Score (Min Req 80): 82
 Recommended Status:

PPM
 Mature PPM Summary

[Export Table Options](#)

Production	3 Month	6 Month	12 Month
PPM	78	57	84
Receipts	3428744	6717816	13138453
Rej + Rew	269	385	1107
QRs	112	213	536
ChargeBack	462159	584750	1098198

[Export Table Options](#)

Service	3 Month	6 Month	12 Month
PPM	7911	4160	4066
Receipts	9660	20192	36889
Rej + Rew	78	84	150
QRs	1	3	11

[Export Table Options](#)

PPM Production
[PPM Summary](#)
[QR Detail](#)

[Export Table Options](#)

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	137	150	95	99	49	33	21	58	91	86	125
Action	Receipts	1111979	861906	1163967	805834	1315525	1162326	1272345	1041754	974973	1092837	1136085	1199822	1019760
Action	Rej + Rew	135	66	160	121	125	115	62	34	20	63	103	103	127
Action	QRs	73	36	52	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

Legend:
[Export Table Options](#)
 = Immature Month

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)

Performance Metrics Summary
[Mark as Default View](#)

Summary and detail links for PPM, Delivery, Field Actions, Stop Ships, Warranty Cost and Repairs, and BSAQ projects.

Performance Metrics Summary for Supplier Site: ABCDE

[Add Favorite](#)
[Print Version](#)
[Screen Help](#)

Site: ABCDE – FORD SUPPLIER A
 Address: 12345 MICHIGAN AVE, DEARBORN, MI 48126
 Production FABCD – JDOE123...

Service STA: FABCD – JSMITH456

Q1 Status: Q1 Approval Denied(X) on 12-Feb-2016

Parent: F150 – FORD MOTOR COMPANY
 Q1 Score (Min Req 80): 82
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 Mature PPM Summary

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[Export Table Options](#)

PPM Production
[PPM Summary](#)
[QR Detail](#)

[Export Table Options](#)

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	137	150	95	99	49	33	21	58	91	86	125
Action	Receipts	1111979	861906	1163967	805834	1315525	1162326	1272345	1041754	974973	1092837	1136085	1199822	1019760
Action	Rej + Rew	135	66	160	121	125	115	62	34	20	63	103	103	127
Action	QRs	73	36	52	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

Legend:
[Export Table Options](#)
 = Immature Month

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).

Filter Criteria:  [Modify Criteria](#) | [Clear Filter](#)

Part Base: All	Commodity: All	Plant: All
Site: All	STA Org: All	Vehicle Line: All
Ship Point: All	Brand/Region: All	

Mature Month Summary

[Export Table Options](#)

Production	3 Month	6 Month	12 Month
PFM	138	103	88
Receipts	3211526	6640270	13213027
Rej + Rew	443	685	1162
QRs	128	243	506
ChargeBack	102839	574670	1255404

Monthly Details


You can also group the data by selecting values from the following options. Hover on the 'Actions' link to view the possible actions or click on the number of parts to view more details.

Grouping Options

Group By: Metric:

Actions	Metric	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019
Action	PFM	150	95	99	49	33	21	57	65		Export Table to Excel (Screen View)			46
	Receipts	805634	1315525	1162326	1272345	1041754	974973	1092837	1136085		1	Export Table to Excel (Extended View)		
Action	Rcj + Rrw	121	125	115	62	34	20	62	74		Export Table to Excel (PPM 48 Months Period)			29
Action	QRS	42	72	48	50	32	19	27	46		1			
Action	ChargeBack	92989	172677	46731	288225	59390	20722	28965	80031					24660

[<Back to Performance Metrics Summary](#)

 [Export Table to Excel\(FPM 48 Month Part Detail\)](#)

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)

DC	DD	DE	DF	DG
Receipts Jun 2019	Receipts Jul 2019	Receipts Aug 2019	Receipts Sep 2019	RejRew Oct 2015
715209	474664	842182	772590	

Most Recent Month

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

	CR	CS	CT	CJ	CV	CW	CX	CY	CZ	DA	DB
1	Receipts Jul 2018	Receipts Aug 2018	Receipts Sep 2018	Receipts Oct 2018	Receipts Nov 2018	Receipts Dec 2018	Receipts Jan 2019	Receipts Feb 2019	Receipts Mar 2019	Receipts Apr 2019	Receipts May 2019
2	505987	845965	740412	0	0	595146	675678	678320	767033	707192	740699

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 or older.

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**.

Supplier Improvement Metrics (SIM)

HOME ADMINISTRATION VIEWS

Views for Supplier Site: AP02A

Site: ABCDE – FORD SUPPLIER A
Address: 38303 MICHIGAN AVE, WAYNE, MI 48184 US
Production STA: FABCD – JDOE123
Service STA: FABCD – JSMITH456
Q1 Status: Q1 Achieved(Y) on 30-May-2019
Parent: FM00 – FORD MOTOR COMPANY
Q1 Score(Min Req 80): 99
Recommended Status:

Q1 Scoring Detail (Mark as Default View)

Total Site Q1 score, contributing metric scores, recommended Q1 status changes and endorsement dates. Includes Q1 MSA and Certification details.

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: ABCDE

Site: ABCDE – FORD SUPPLIER A
Address: 12345 MICHIGAN AVE, DEARBORN, MI 48126
Production FABCD – JDOE123
Service STA: FABCD – JSMITH456
Q1 Status: Q1 Approval Denied(X) on 12-Feb-2016
Parent: F150 – FORD MOTOR COMPANY
Q1 Score (Min Req 80): 82
Recommended Status:

Q1 Score Details (Last Q1 Run Date: 22-Apr-2019) [Change Q1 Status](#)

Present Q1 Status : Q1 APPR DENY (X) on 12-Feb-2016
Target Q1 Status: Q1 Achieved (Y)
Q1 At Risk :

Q1 Score (Min Req 80) : 82
Capable Systems Score : 20
Quality Performance Score : 30
Delivery Performance Score : 12
Warranty Performance Score : 20

Colors are red flags for poor performance areas

Color Codes:

Red: Include in audit plan

Orange: Consider for audit plan

Yellow: Continuous Improvement Opportunity

White: Acceptable performance

Q1 Score Dashboard

Capable Systems			Quality Performance				Delivery Performance		Warranty Performance	
Q1 MSA	Certs	APQP Launch	Comm PPM		QR Rate		Stop Ships		FSA	Warranty
Prod			Prod	Service	Prod	Service	Prod	Service		
10	10	0	9	10	10	10	20	6	10	5

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

Q1 Scoring Detail – Full Page View

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 (Min Req 80) : 82
Capable Systems Score : 28
Quality Performance Score : 20
Delivery Performance Score : 14
Warranty Performance Score : 20

Q1 Score Dashboard (Table Legend)

Capable Systems		Quality Performance		Delivery Performance		Warranty Performance	
Q1 MSA	Certs	APQP Launch	Comm PPM	Prod	Service	Prod	Service
15	10	3	7	8	10	8	10

Capable Systems (Score: 28 of 30) **Score Calc.: (28 / 30) * 30 = 28**

Q1 MSA (Max. Points 15) (Table Legend | Export Table Options)

Assessment Type	Status	Assessed By	Due Date	Assessment/Review Date	Last Updated Date	Applied Metric Points
Next Assessment			12-Jun-2019	12-Dec-2018	12-Dec-2018	15
Last Assessment	R-Corrective Action Plan Required	F		12-Dec-2018	12-Dec-2018	
Corrective Action Plan	A-Acceptable	F	12-Jun-2019	12-Dec-2018	12-Dec-2018	

Certifications (Max. Points 10) (Table Legend | Export Table Options)

Certifications	Description	Expiration Date	Metric Points Change Date	Current Status	Base Metric Points	Applied Metric Points
ISO 14001	US1610157482.00	27-Jun-2021	25-Jun-2018	Current	10	
ISO/TS 16949	IATF 032523	21-Jul-2021	15-Sep-2018	Current	10	10
MMQSLC	A	31-Jul-2019	21-Jul-2018	Current	10	

APQP Launch (Max. Points 5)

APQP Launch Performance Rating	Metric Points Last Updated	Applied Metric points
Acceptable Execution	26-Jun-2017	3

Quality Performance (Score: 20 of 30) **Score Calc.: (39 / 60) * 30 = 20**

Commodity PPM (Max. Points 20) (Export Table Options)

Commodity PPM Type	Worst Performing Commodity	6 Months PPM	Base Metric Points	Notes	Applied Metric Points
Production	T660	51	7	Exceeds 2X Industry Threshold	7
Service	T660	222	8		8

QR Rate (Max. Points 20) (Export Table Options)

QR Rate Type	3 Month QR Rate	6 Month QR Rate	Base Metric Points	Notes	Applied Metric Points
Production	0	0	10		10
Service	0	0	10		10

Stop Shipments (Max. Points 20) (Export Table Options)

Customer Quality Incidents	Occurrences Impacting Q1	Applied Metric points
Stop Shipments	1	8

Delivery Performance (Score: 14 of 20) **Score Calc.: (14 / 20) * 20 = 14**

Delivery (Max. Points 20) (Export Table Options)

Delivery Type	Ship Point	Org	Region	Base Metric Points	Notes	Applied Metric Points
Production	ABCDEF	PRCO	NA	8		8
Service	ABCDEF	SERV	NA	8		8

Warranty Performance (Score: 20 of 20) **Score Calc.: (15 / 15) * 20 = 20**

Field Service Action (Max. Points 10) (Export Table Options)

Customer Quality Incidents	Occurrences Impacting Q1	Applied Metric points
Field Service Action	0	10

Warranty (Max. Points 5) (Export Table Options)

3 Month Avg.		6 Month Avg.		12 Month Avg.		Base Metric Points	Applied Metric Points
1.01	1.22	1.45	5	6			

Endorsements

STA :	MPAL :	FCSD : 01-Aug-2001

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

Red box will indicate location on the screen

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

1 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](#)

2 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

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

Q1 Scoring Detail – Capable Systems

Capable Systems (Score: 20 of 30) Score Calc.: (20 / 30) * 30 = 20

Q1 MSA (Max. Points:15)

Maximum points available in that metric vs Applied Metric Points

Assessment Type	Status	Due Date	Assessment/Review Date	Last Updated Date	Applied Metric Points
Next Assessment		29-May-2018		08-Dec-2017	
Last Assessment	R-Corrective Action Plan		29-Nov-2017	08-Dec-2017	10
Corrective Action Plan	N-None	01-Jan-2018		08-Dec-2017	

Certifications (Max. Points:10)

Certifications	Description	Expiration Date	Metric Points Change Date	Current Status
ISO 14001	CERT-0124075	10-Sep-2021	15-Sep-2018	Current
ISO/TS 16949	xxxxxxx	08-Sep-2021	17-Nov-2018	Current
MMUGILE	A	27-Jul-2019	04-Aug-2018	Current

APQP Launch (Max. Points:5)

APQP Launch Performance Rating	Metric Points Last Updated
Poor Execution	25-Feb-2019

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

Verify Correct IATF Certificate Number

- 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

Q1 Scoring Detail – Quality Performance

Quality Performance (Score: 20 of 30) Score Calc.: (39 / 60) * 30 = 20

Commodity PPM (Max. Points:20)

Commodity PPM Type	Worst Performing Commodity	6 Months PPM	Base Metric Points	Notes	Applied Metric Points
Production	T660	51	7	Exceeds 2X Industry Threshold ;	7
Service	T660	222	8		8

QR Rate (Max. Points:20)

QR Rate Type	3 Month QR Rate	6 Month QR Rate	Base Metric Points	Notes	Applied Metric Points
Production	7	7	6		6
Service	0	0	10		10

Stop Shipments (Max. Points:20)

Customer Quality Incidents	Occurrences Impacting Q1	Applied Metric points
Stop Shipments	1	8

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)

Q1 Scoring Detail – Delivery and Warranty Performance

1 Delivery Performance (Score: 12 of 20) Score Calc.: (12 / 20) * 20 = 12

1 Delivery (Max. Points:20)

Delivery Type	Ship Point	Org	Region	Base Metric Points
Production	ABCDE	PROD	NA	6
Service	ABCDF	SERV	NA	6

1 Warranty Performance (Score: 20 of 20) Score Calc.: (15 / 15) * 20 = 20

1 Field Service Action (Max. Points:10)

Customer Quality Incidents	Field Service Action

1 Warranty (Max. Points:5)

3 Month Avg.	6 Month Avg.	12 Month Avg.	Base Metric Points	Applied Metric Points
.00	.00	.00	5	5

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 slide 21)
- Production and service delivery scoring identifies the worst-performing delivery rating for this supplier.

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

1 Delivery Performance (Score: 12 of 20)

1 Delivery (Max. Points:20)

Delivery Type	Ship Point	Org
Production	ABCDE	PROD
Service	ABCDF	SERV

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

Ship Point	Org	Region	6M Weighted Average	# of Consecutive Ratings < 81	Base Metric points	Applied Metric points	Notes
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 Deliveries: 1 - 3 of 3.

[Back to Site Q1 Performance](#)

- 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:
 - 6M Weighted Average < 81
 - Non zero “# of Consecutive Ratings < 81”
- Any rating marked as “Not Considered For Q1” in the notes should be disregarded

Export Table Options
Legend: ● = Delivery Risk

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”

PPM Mature PPM Summary [Export Table Options](#)

Production	3 Month	6 Month	12 Month
PPM	85	58	85
Receipts	3428744	6717816	13138453
Rej + Rev	273	389	1111
QRs	115	216	539
ChargeBack	469441	837778	1351225

Service [Export Table Options](#)

Service	3 Month	6 Month	12 Month
PPM	7911	4160	4066
Receipts	9860	20192	36889
Rej + Rev	78	84	150
QRs	1	0	11

PPM Production [PPM Summary](#) [QR Detail](#) [Export Table Options](#)

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	137	150	99	99	49	33	21	58	85	85	133
Action	Receipts	1111079	881906	1163967	805834	1315525	1162326	1272349	1041794	374074	1023037	1330885	1188622	1041794
Action	Rej + Rev	135	66	160	121	125	115	62	26	26	58	106	106	106
Action	QRs	73	36	84	42	72	48	39	19	19	29	49	41	37
Action	ChargeBack	67617	57849	76088	92989	172677	46731	288225	99389	20128	20644	78887	100000	92456

PPM Service [PPM Summary](#) [QR Detail](#) [Export Table Options](#)

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	2708	3480	2817	2309	13773	0	0	1764	0	0	22509	0	0
Action	Receipts	3323	3736	2485	1732	2396	3025	3745	3402	3185	3696	3456	2708	2314
Action	Rej + Rev	9	13	7	4	33	0	0	6	0	0	78	0	0
Action	QRs	2	1	3	1	1	0	0	2	0	0	1	0	0

Delivery Ratings
The following tables display the summary of the production and service ratings for the sites.

Production Delivery [View Production Ratings](#) [Latest Delivery Ratings](#) [Export Table Options](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Production Ratings < 81	1	0	0	0	0	1	0	0	0	0	0	0	0

Service Delivery [View Service Ratings](#) [Latest Delivery Ratings](#) [Export Table Options](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Service Ratings	2	2	2	2	2	2	2	2	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0	0	0	0	0	0	0	0	0

Field Service Actions/Stop Shipments
The following table displays the summary of the customer quality incidents. Click on the quality customer incident to view the corresponding sites.

[Export Table Options](#)

Customer Quality Incidents	2015	2016	2017	2018	2019
Field Service Actions	0	0	0	0	0
Stop Shipments	0	0	0	0	1

Warranty Performance
Warranty Data refreshed as of Mar 27, 2019 using Warranty Claim Cutoff Date of Feb 28, 2019.
Note: Warranty data displayed here represents 3 Months in Service, Warranty by Month of Production. For additional Warranty details please visit SWS.

[Supplier Warranty Dashboard/View](#) [Export Table Options](#)

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	Dec 2018	3 Mo. Avg	6 Mo. Avg	12 Mo. Avg
W/1000	1.35	1.42	1.15	1.22	1.30	1.31	1.30	1.30	1.45	1.63	0.92	0.92	1.16	1.16	1.27	1.39
CPU	0.33	0.63	0.53	0.30	0.42	0.31	0.40	0.46	0.54	0.33	0.24	0.23	0.23	0.23	0.23	0.23

Balanced Single Agenda for Quality (BSAQ) [BSAQ by Concern Report](#) [Export Table Options](#)

BSAQ Concerns (All Regions)	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Month Start Open	73	73	68	71	74	78	71	63	60	71	70	73	74
# Created	2	2	2	2	2	1	10	2	10	2	8	2	2
# Closed	0	2	2	2	2	0	13	2	10	0	0	3	2

BSAQ Data refreshed as of 01-Jun-2019



Performance Metrics Summary - PPM

Performance Metrics Summary for Supplier Site: ABCDE

Site: ABCDE – FORD SUPPLIER A
Address: 12345 MICHIGAN AVE, DEARBORN, MI 48126
Production FABCD – JDOE123... Service STA:FABCD – JSMITH456

Q1 Status: Q1 Approval Denied(X) on 12-Feb-2018

Parent: F150 – FORD MOTOR COMPANY
Q1 Score (Min Req 80): 82
Recommended Status:

[Add Favorite](#) [Print](#)

PPM
Mature PPM Summary

[Export Table Options](#)

[Export Table Options](#)

Production	3 Month	6 Month	12 Month
PPM	80	58	85
Receipts	3428744	6717816	13138453
Rej + Rev	273	389	1111
QRs	115	216	539
ChargeBack	469441	837778	1351225

Service	3 Month	6 Month	12 Month
PPM	7911	4160	4066
Receipts	9860	20192	36889
Rej + Rev	78	84	150
QRs	1	0	11

PPM Production [PPM Summary](#) [QR Detail](#)

Actions	Metric	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018
Action	PPM	122	77	137	150	99	99	49
Action	Receipts	1111079	881906	1163967	805834	1315525	1162326	1272349
Action	Rej + Rev	135	66	160	121	125	115	62
Action	QRs	73	36	84	42	72	48	39
Action	ChargeBack	67617	57849	76088	92989	172677	46731	288225

PPM Service [PPM Summary](#) [QR Detail](#)

Actions	Metric	Apr 2018	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018
Action	PPM	2708	3480	2817	2309	13773	0	0
Action	Receipts	3323	3736	2485	1732	2396	3025	3745
Action	Rej + Rev	9	13	7	4	33	0	0
Action	QRs	2	1	3	1	1	0	0

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

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

Filter Criteria: [Modify Criteria](#) | [Clear Filter](#)

Part Base: All
Site: All
Ship Point: All

Commodity: All
STA Org: All
Brand/Region: All

Plant: All

Mature Month Summary

[Export Table Options](#)

Production	3 Month	6 Month	12 Month
PPM	80	58	85
Receipts	3428744	6717816	13138453
Rej + Rew	273	389	1111
QRs	115	216	539
ChargeBack	469441	837776	1351225

Monthly Details

You can also group the data by selecting values from the following options. Hover on the 'Actions' link to view the possible

1 Grouping Options

Group By: Metric:

Key Points

1. Grouping Options – able to group metrics by several key elements
2. Metrics – able to select a specific metric or component of PPM to allow sorting of results
3. Actions – allow you to add filters and view 13 month activity by part number
4. Export Table Options – provides option to download 48 months of part detail data

4 [Export Table Options](#)
Legend: = Immature Month

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	137	150	95	99	49	33	21	58	92	88	133
Action	Receipts	1111079	861906	1163967	805834	1315525	1162326	1272345	1041754	974973	1092637	1136085	1199522	1019760
Action	Rej + Rew	135	86	160	121	125	115	62	34	20	83	104	106	138
Action	QRs	73	36	52	42	72	48	50	32	19	28	46	41	37
Action	ChargeBack	67617	57345	76088	92989	172677	46731	288225	59390	20722	29644	78897	360900	32406

It is important to identify the correct region of shipment and ship points (ship sites) to identify specific customer plants and remote sites

Performance Metrics Summary - Delivery

Delivery Ratings

The following tables display the summary of the production and service ratings for the sites.

Production Delivery

[View Production Ratings](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Production Ratings	1	1	1	1	1	1	1	1	1	1	1	1	1
Production Ratings < 81	1	0	0	0	0	1	0	0	0	0	0	0	0

Service Delivery

[View Service Ratings](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Service Ratings	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0

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

Show results per page: | |
Showing Delivery Ratings: 1-3 of 3

Actions	Ship Code	Mfg Site Code	Mfg Site Name	Region	May 2018	Jun 2018
Action	GNL3B	GNL3B	CONSTELLIUM AUTOMOTIVE USA LLC	EU	-	-
Action	GNL3B	GNL3B	CONSTELLIUM AUTOMOTIVE USA LLC	NA	92	88
Action	GNL3D	GNL3B	CONSTELLIUM AUTOMOTIVE USA LLC	NA	96	68

Show results per page: | | |
Showing Delivery Ratings: 1-3 of 3

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Jan 2019	Feb 2019	Mar 2019	Apr 2019	May 2019
Production Ratings	1	1	1	1	1	1	1	1	1	1	1	1	1
Production Ratings < 81	1	0	0	0	0	1	0	0	0	0	0	0	0

[Latest Delivery Ratings](#) | [Export Table Options](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Service Ratings	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0

[Latest Delivery Ratings](#) | [Export Table Options](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Service Ratings	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Service Ratings	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0

[Latest Delivery Ratings](#) | [Export Table Options](#)
[View Risk](#) | [More Legend Details](#)

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Service Ratings	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018
Service Ratings	2	2	2	2	2
Service Ratings < 81	0	0	0	0	0

Performance Metrics Summary – FSA / SS

Field Service Actions/Stop Shipments

The following table displays the summary of the customer quality incidents. Click on the quality customer incident to view the corresponding sites.

Export Table Options

Customer Quality Incidents		2015	2016	2017	2018	2019
1	Field Service Actions	0	0	0	0	0
	Stop Shipments	0	0	0	2	1

Key Points:

1. [Stop Shipments](#) and [Field Service Actions](#) links will show all incidences reported in the years indicated
2. There is an indicator in the detail for incidents which impact Q1

Show results per page: 10 | 25 | 50 | 100
Showing Stop Shipments: 1-3 of 3

Site Code	Site Name	Identified Date	Stop Shipment	Part	Description	2	Q1 Score Impacted
ABCDE	FORD SUPPLIER A	17-Apr-2019	NA033194		2020MY – CX482 – Blinker Fluid		Y
ABCDE	FORD SUPPLIER A	08-Oct-2018	NA120194		2019MY – P552 – Left Phalange		
ABCDE	FORD SUPPLIER A	05-May-2018	NA042715		2019MY – S550 – Flux Capacitor		

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

Performance Metrics Summary – Warranty

Warranty Performance

Warranty Data refreshed as of Mar 27, 2019 using Warranty Claim Cutoff Date of Feb 28, 2019.

Note: Warranty data displayed here represents 3 Months in Service Warranty by Month of Production. For additional Warranty details please visit SWR.

Warranty Performance

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.
R/1000	1.42	1.85	1.76	1.22	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	0.30	0.42	0.31	0.46	0.46	0.54	0.33	0.24	0.23			

[Supplier Warranty Reporting \(SWR\)](#)

Export Table Options

Balanced Single Agenda for Quality (BSAQ)

BSAQ Concerns (All Regions)	May 2018	Jun 2018	Jul 2018
Month Start Open	75	73	65
# Created	3	2	5
# Closed	5	7	2

BSAQ Data refreshed as of 01-Jun-2019

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

BSAQ Top Concern Report | Export Table Options

	Feb 2019	Mar 2019	Apr 2019	May 2019
	21	29	33	34
	8	8	2	5
	0	4	1	2

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

1

On Demand Reports for Supplier Site: ABCDE

[Screen Help](#)

Site: ABCDE – FORD SUPPLIER A
Address: 12345 MICHIGAN AVE, DEARBORN, MI 48126
Production FABCD – JOE123...

Service STA: FABCD – JSMITH456

Q1 Status: Q1 Approval Denied(X) on 12-Feb-2016

Parent: F150 – FORD MOTOR COMPANY
Q1 Score (Min Req 80): 82
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

Q1 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.

Quality 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.

2

+ QR Rate Metric

This report shows details of the QR Rate Metric by Supplier Site (no plant detail) for the selected viewpoint.

+ QR Rate Incl. Data Outside Q1

This report shows details of the QR Rate Metric including data excluded from the Q1 process for the selected viewpoint.

+ Q1 Scoring Version Comparison

This report compares the Q1 Scoring 2.0 and 3.0 values for sites in the selected viewpoint.

3

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.

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	Country
0122A	Getrag Ford Transmission Halewood	UNITED KINGDOM
0132A	Getrag Ford Transmission Cologne	GERMANY
6651C	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.