



# Stellantis（前身为 FCA）记分卡截屏图像

## 背景

对于所有 IATF 16949 审核，根据“获得并保持 IATF 认可的规则第五版”，有三个关键步骤可确保制定稳健的考虑了绩效的审核计划：

规则 5.7.1 c) “自上次审核以来的顾客和内部绩效数据”

规则 5.7.2 审核计划“认证机构应对必需信息（见第 5.7.1 条）进行分析”

规则 5.7.2 a) “每个审核计划应为现场验证提供至少一（1）个小时……用来验证数据……”

Stellantis（前 FCA）记分卡 IATF 16949 快速参考指南明确了上述各项规则所述步骤相关的记分卡、信息和要求，作为 IATF 16949 审核的一部分。

本文件提供了相关的参考记分卡和其他绩效指标的截屏图像，目视化展示了 Stellantis（前 FCA）记分卡 IATF 16949 快速参考指南中确定的供应商绩效评估指标。

Stellantis（前 FCA）IATF 16949 快速参考指南可访问 IATF [全球监督办公室网页](#)。

## 目录表，显示所提供的 Stellantis（前 FCA）供应商指标、绩效和目标截屏图像示例

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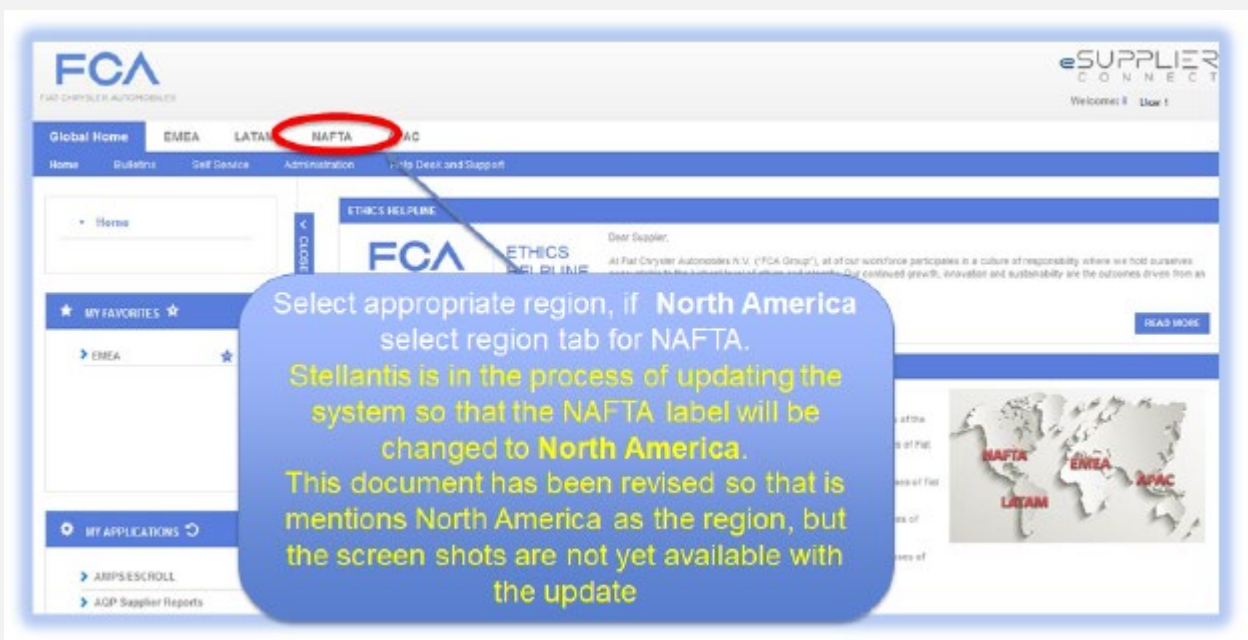


### eSupplierConnect 界面

Stellantis eSupplierConnect 的界面图像，用于记分卡快速参考指南中标识的每份报告进入 eSupplierConnect 的截屏图像，提供了 GEBSC 供应商绩效报告的链接



进入 eSupplierConnect 后，选择适当的地区





然后选择 Global EBSC。

The screenshot shows the FCA website interface. At the top, there are navigation tabs for 'Global Home', 'EMEA', 'LATAM', 'NAFTA', and 'APAC'. Below these are sub-tabs for 'Home', 'Rulings', 'Applications', 'Reference', and 'Corporate Focus Areas'. The main content area is titled 'My Applications' and contains a table of application links. The table has columns for 'Application Name', 'Info', 'FAQ', and 'Manual'. The 'Global EBSC' link is circled in red. A red box highlights the 'Manual' column header and a notepad icon in the 'Global EBSC' row. A blue callout box contains the following text:

The link for Global EBSC is listed in alphabetical order the manual is found at the far right. The training manual is found at the far right by clicking on the notepad icon



为现场记分卡选择供应商家所（Supplier Location）。

IBM Cognos Viewer - Global External Balanced Scorecard

INTRODUCTION ORGANIZATION SUPPLIER LOCATION

### GLOBAL EXTERNAL BALANCED SCORECARD

Latest Data till

An FCA BI application that collects supplier/commodity performance measurements and presents it to the business user in one place.

A tool to be used in the sourcing decision making process.

Data is updated monthly. Updates typically show on or around the 15<sup>th</sup> of the following month.

Click on Organization to access the supplier data at a top organization level, or Supplier Location for the individual location being audited.

供应商家所（Supplier Location）记分卡显示了运行指标（Operational Metrics）以及一些筛选项。

Defaults to current reporting period

INTRODUCTION ORGANIZATION SUPPLIER LOCATION

Location Scorecard

Organization	Region	Vendor Code	Vendor Name	Area	MP (%)	Mfg Planning	Delivery	Cost	Overall	Personnel	Quality	Sustainability
Production	BGA			Production	218,116.4	75	100	100	71		100	100
Production	BGA			Production	51,419,729.28	100	100	100	100		100	100
Production				Production	153,822,920.72	100	100	100	100		100	100
Production				Production	95,126,929.34	100	100	100	100	1	100	100
Production				Production	250,7849.39	100	100	100	100		100	100
Production	BGA			Production	24,840,291.38	100	100	100	100		100	100
Production	BGA			Production	12,811,929.34	100	100	100	71	7	100	100
Production	LATAM			Production	28,814,822.46	100	100	100	100		100	100

MOPAR or Production (or both)

Reporting screens display common filters for reporting period (Year / Month), Area, Region, and location. The filters are on the left with a new filter box to allow for specific plant selections



运行指标 (Operational Metrics) 是 QMS 审核的重点。红色分数 (<60) 是不可接受的。

Both Organizational and Location views show Operational and Strategic Metrics. Operational Metrics show performance; Strategic Metrics are not relevant for an IATF audit.

Among the Operational Metrics, only review IMQ (Incoming Material Quality), Warranty, and Delivery. "Cost" is important, but unaffected by QMS processes, and "Overall" is simply an average of all metrics.

IMQ	Warranty	Delivery	Cost	Overall
100	100	99	88	96
99	100	100	88	96
100	100	100	88	96
100	7.5	95	88	71



场所/材料组 (Location/Material Group) 视图可查看详细报告。

The screenshot shows the 'Operational Metrics' dashboard. A grid of metrics is visible, with 'Warranty' and 'IMQ' highlighted. Below the grid, detailed reports are shown for 'Warranty (3 months in Service)' and 'Area Score (IMQ)'. The 'Warranty' report includes a 'Performance - Monthly Warranty Score' table and a 'Subscores by Field actions' table. The 'Area Score (IMQ)' report includes a 'Performance - Monthly Warranty Score' table and a 'Subscores by Field actions' table. Red circles highlight the 'Single Monthly View' and 'Last 6 Months/YTD View' options in the 'Available Views' section, and the 'Area Score (IMQ)' table in the report.

Detail Reports are unique to each operational metric & region. They provide the elements used to evaluate and generate the score for the selected operational metric. This information is from the source system for the operational metric.

IMQ and Warranty metrics have a single month or a Year To Date view.

**Detail Reports are only available from the Location/Material Group view**



每个运行指标（Operational Metric）和每个地区都可查看详细报告，显示单月交付

### GEBSC Views: Detail Reports



**Detail Reports are unique to each Operational Metric & region**

Performance - Monthly Delivery Score	
Year/Month	Apr 2018
Supplier	Autocore Limited, 200, McCowan St., W. York, ON
Address	Autocore Limited, 200, McCowan St., W. York, ON
Material Group	Q144-Tailored Blanks (Laser Welded, Rolled, Friction Stir, Etc.)
Region	N.A./T.A.
Area	Production

Delivery Conformance			Response Conformance		
Shipment Count		234	Plant Ticket Count		0
Window Count		0	CRT Ticket Count		0
Summary Counts and Vt/100					
Violation Type	Count	Vt/100	Violation Type	Count	Vt/100
ASN	0	0.00	ST	0	0.00
RR/RRF	0	0.00	SC	0	0.00
US	0				
US	0				
Total	0				

Detail Reports display the source data used to calculate the Operational Metric's score

Points		Cmts		Assts	
Delivery	65.00				
Bonus/Deduction	0.00	0.00	Capacity Mgmt	0.00	0.00
Total Delivery	65.00	65.00	Total Response	0.00	0.00
Monthly Delivery Conformance Grade	100.00	Monthly Response Conformance Grade			n/a
Monthly Overall Score					
Weight of Overall Rating	25.00				0.00
Monthly Overall Conformance Score					100.00
Adjustments					
Current Mth CLS/CLD	0	Total 6 Mth CLS/CLD			0
Current Mth Pending CLS/CLD	0	Total 6 Mth Pending CLS/CLD			0
MMOG Penalty					15
Total 6 Month Adjustment					0.00
Final Score					
Operational Monthly Final Score					84

(Sample reports for each Operational Metric will be displayed following a review of that metric)



北美 IMQ 单月详细报告

### Single Month View

Performance - Monthly Incoming Material Quality Score	
Year/Month:	2018 May
Supplier:	
Address:	
Material Group:	
Region:	North America
Area:	Production

Base Score (PIQ)			
	Target	Score	%
PIQ - Performance Index Quality	200	1,725	24%
a. NC Tickets (40 pts each)		2	
b. NC Tickets with High GIM (90 pts each)		0	
c. Containment Late (10 pts each)		0	
d. Containment Rejected (30 pts each)		0	
Total Receipts / Deliveries		46,366	
Total Base Score			24%
Deductions From Base Score			
	Incidents	Deduction	
Forever Requirement Violation - Minor (5% each)	0	0%	
Forever Requirement Violation - Major (10% each)	0	0%	
Forever Requirement Violation - Severe (20% each)	0	0%	
Yard Hold (20% each)	0	0%	
3CPR Level 1 (5% each)	1	5%	
3CPR Level 2 (10% each)	0	0%	
Total Deductions		5%	
Restrictions			
TS16949 Certification	Y	Quality New Business Hold	N
AQP Score (Information Only)			
AQP - Advanced Quality Planning			n/a
Final Score			
Production Monthly Final Score			19

PIQ Data

Deductions

Restrictions

Final Score





### 年初至今的质量绩效趋势

注：AQP（Advance Quality Planning）评估产品开发的有效性，仅适用于设计责任供应商，因此不包含在 IMQ 计算中，AQP 也不包含在 EMEA/LATAM 详细报告中。

YTD 视图显示了许多质量指标的质量绩效趋势

### Last 6 Months / YTD View

Performance - Monthly Incoming Material Quality Score	
Supplier:	
Address:	
Material Group:	
Region:	North America
Area:	Production

	December 2017	January 2018	February 2018	March 2018	April 2018	May 2018
<b>Base Score (PIQ)</b>						
PIQ - Performance Index Quality:						
Target	200	200	200	200	200	200
Score	553	591	593	1,245	1,502	1,725
%	82%	80%	80%	48%	32%	24%
a) NC Tickets (40 pts each)	1	1	1	2	2	2
b) NC Tickets with High GIM (20 pts each)	0	0	0	0	0	0
c) Containment Late (10 pts each)	0	0	0	0	0	0
d) Containment Rejected (30 pts each)	0	0	0	0	0	0
Total Receipts/Deliveries	72,304	67,624	67,352	64,232	51,208	46,300
Total Base Score	82%	80%	80%	48%	32%	24%
<b>Deductions from Base Score</b>						
<b>Incidents:</b>						
Forever Requirement Violation - Minor (5% each)	0	0	0	0	0	0
Forever Requirement Violation - Major (10% each)	0	0	0	0	0	0
Forever Requirement Violation - Severe (20% each)	0	0	0	0	0	0
Yard Hold (20% each)	0	0	0	0	0	0
SCPR Level 1 (5% each)	0	0	1	1	1	1
SCPR Level 2 (10% each)	0	0	0	0	0	0
<b>Deductions:</b>						
Forever Requirement Violation - Major (5% each)	0	0	0	0	0	0
Forever Requirement Violation - Minor (10% each)	0	0	0	0	0	0
Forever Requirement Violation - Severe (20% each)	0	0	0	0	0	0
Yard Hold (20% each)	0	0	0	0	0	0
SCPR Level 1 (5% each)	0%	0%	5%	5%	5%	5%
SCPR Level 2 (10% each)	0	0	0	0	0	0
Total Deductions	0%	0%	5%	5%	5%	5%
<b>Restrictions:</b>						
TS16949 Certification	Y	Y	Y	Y	Y	Y
Quality New Business Hold	N	N	N	N	N	N
<b>AQP Score (Information Only)</b>						
AQP - Advance Quality Planning	n/a	n/a	n/a	n/a	n/a	n/a
<b>Final Score</b>						
Overall Quality Score	82%	80%	75%	43%	27%	19%

Same layout as Single Month View



保修详细报告 YTD (Warranty detail report YTD) 显示了保修 (Warranty)、召回 (Recall)、顾客满意度通知 (Customer Satisfaction Notification)、快速响应传送 (Rapid Response Transmittal) 和永久违反要求 (Forever Requirement Violation), 其他地区的格式可能略有不同

Operational Metrics: Warranty Detail Report samples FCA FCA FINCH AUTOVEHICLE

NAFTA Warranty Detail Report - YTD View

YTD View

Single Month View		YTD View							
Performance - Monthly Warranty Score									
Supplier: [Redacted]									
Address: [Redacted]									
Material Group: USGB-Vehicle Glass									
Region: NAFTA									
Area: Production									
		Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	Jun 2018	Jul 2018	
Associated	Warranty (3 months in Service)								
	Target(C/1000)	0.0511	0.1207	0.1207	0.1207	0.1207	0.1207	0.1207	
	Actual(C/1000)	0.1867	0.4463	0.3703	0.3608	0.3755	0.8318	0.2326	
Responsible	Score	81	55	55	55	55	50	63	
	Deductions for field actions								
	Recall (%)								
	Customer Satisfaction Notification (CSN) (%)								
	Rapid Response Transmittal (RRT) (10 pts each)								
	Forever Requirement Violation (FRV) (10 pts each)								
	Final Score								
	Warranty Final Monthly Score		81	55	55	55	55	50	63



**Regional data are intermingled, displaying unique codes for Supplier Locations and Material groups.**

Supplier Location

- Five to seven characters
- Five digit base code
- One or two-letter suffix added for suppliers with multiple locations (e.g. "12345", "12345 A" or "12345AA")



Material Group

Two-digit code with a two-letter suffix (e.g. "05GA", "41SA")

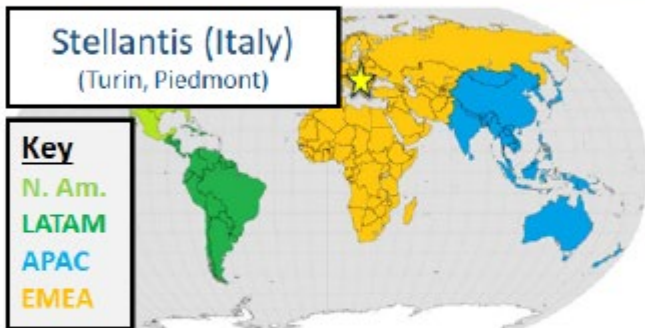
*Some locations supplying Stellantis (N.A.) may have more than one Vendor Code. If a Supplier has more than one Vendor Code, scorecards should be reviewed for each one.*



**Regional data are intermingled, displaying unique codes for Supplier Locations and Material groups.**

Supplier Location

- Ten-digit code
- One or more leading zeroes (e.g. "0130005798", "0800000059" or "0000054283" are all valid FGP codes)



Material Group

- Eight-digit code (may have one or more leading zeros), or
- Four-character code