Ford Scorecard Screen Images

Background

For all IATF 16949 audits, there are three key steps in the "Rules for achieving and maintaining IATF recognition 5th edition" to ensure a robust audit plan accounting for performance:

Rules 5.7.1 c) "customer and internal performance data since the previous audit"
Rules 5.7.2 Audit plan "certification body shall undertake an analysis of the required information (see section 5.7.1)"
Rules 5.7.2 a) "Each audit plan shall identify a minimum of one (1) hour on site … for verification of data …"

The Ford Scorecard IATF 16949 Quick Reference Guide identifies the scorecards, information and requirements relevant to the each of the Rules steps mentioned above as part of the IATF 16949 audit.

This document provides relevant reference scorecard and other performance metric screen images, providing a visual reference of the Ford measures of supplier performance identified in the Ford Scorecard IATF 16949 Quick Reference Guide.

The Ford Scorecard IATF 16949 Quick Reference Guide is available through the IATF globaloversight web page.

Table of Contents, showing the Ford Supplier Portal Supplier Improvement Metrics (SIM) screen images examples provided

- **SIM Homepage** on Ford Supplier Portal in Covisint

SIM Homepage

- SIM Homepage is available through Ford Supplier Portal, Covisint

- Supplier selects the "Supplier Site" viewpoint from drop down list

- They are required to enter their 5 character alphanumeric supplier manufacturing site code into the field which is located below the viewpoint list and then click "Search" *
  - The site code can be found on the Purchase Order and will either be the primary site code or an alternate site code (see slide 7)

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

SIM Search Results; Select the appropriate GSDB site code

SIM Search Results

- **This screen shows the code entered on the previous search screen**
- **The supplier confirms the correct location through the name, location and parent code**
- **The supplier would then click on the correct site code to go to their site page**

Verify the 3 key points listed on the **SIM Views List**

SIM Views List for Supplier Site

Alternate Site Codes: Note that alternate site codes may be added to the IATF database, but always after the primary code. The site's performance is associated with the primary code.

Performance Metrics Summary 12 months of activity does not require activity in every month. However, 12 months ago or more there need to be receipts recorded.

Verify 12 Months of Receipt Activity

To verify the supplier has had at least 12 months of business activity, utilize the "Performance Metrics Summary" View at top right of Views List.
Note: This must be done for both Production and Service if there is activity indicated.

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 MIGHIGAN 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

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

Export Table Options

PPM Production   PPM Summary | QR Detail

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	91	86	125
Action	Receipts	1111079	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

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 MIGHIGAN 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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Production	3 Month	6 Month	12 Month
PPM	78	57	84
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Export Table Options

PPM Production   PPM Summary | QR Detail

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	91	86	125
Action	Receipts	1111079	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

Verify 12 Months of Receipt Activity

From the "PPM Summary", click the "Export Table Options", and select the "Export Table to Excel (PPM 48 Months Reports)". An Excel sheet will open with receipts for the past 48 months. Verify there are receipts in any month older than the threshold month (12 months).

Detail of confirming 12 months of activity

Image from Excel File – PPM 48 Months

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

DC	DD	DE	DF	DG
Receipts Jun 2019	Receipts Jul 2019	Receipts Aug 2019	Receipts Sep 2019	RejRew Oct 2015
715209	474664	842182	772590	0

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	CU	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

Receipts in months 13 and 14

No Receipts in months 11 and 12

This supplier can be verified to have at least 12 months of activity based on receipts in any month from month 12 to month 48 in the Excel file

It is acceptable to have months with zero receipt activity for both production and service as long as the oldest receipt month is 12 months ago or older.

Q1 Scoring Detail Q1 scoring and status are available through the Q1 Scoring Detail page

SIM View for Supplier Site

This screen provides several options of data that can be viewed by the supplier for the selected site. The key view of interest is **Q1 Scoring Detail.**

The Q1 Score Dashboard provides recommendations for performance driven audit trails

Q1 Scoring Detail

This section is the top of the scoring detail page and provides the present Q1 status, the total Q1 score, and the major contributing metric scores for the supplier site.

Site Q1 Performance for Supplier Site: **ABCDE**

Site: ABCDE – FORD SUPPLIER A
Address:12345 MIGHIGAN 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	
			Comm PPM		QR Rate				Delivery			
Q1 MSA	Certs	APQP Launch	Prod	Service	Prod	Service	Stop Ships		Prod	Service	FSA	Warranty
10	10	0	9	10	10	10	20		6	6	10	5

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

Q1 Scoring Detail – Full Page View

Q1 Scoring Detail - Zero Tolerance Metrics

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

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

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

Q1 Scoring Detail – Under Review Status

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

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

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

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

Q1 Score Details (Last Q1 Run Date: 07-Jan-2024) *Change Q1 Status*

Present Q1 Status : Q1 ACHIEVED (Y) on 15-Dec-2005	Q1 Score (Min Req 80) : 71
Target Q1 Status: Q1 Achieved (Y)	Capable Systems Score : 18
Q1 At Risk : Yes	Quality Performance Score : 26
Recommended Q1 Status : Under Review	Delivery Performance Score : 7
	Warranty Performance Score : 20

Q1 Score Dashboard

Capable Systems			Quality Performance						Delivery Performance		Warranty Performance	
Q1 MSA	Certs	APQP Launch	Comm PPM		QR Rate		Stop Ships	Delivery		FSA	Warranty
			Prod	Service	Prod	Service			Prod	Service		
15	●		7	10	4	10	20	7	●	15	5

Capable Systems (Score: 18 of 38) Score Calc.: (15 / 25) * 30 = 18

Q1 MSA (Max. Points 15)

Assessment Type	Status	Assessed By	Due Date	Assessment/Review Date	Last Updated Date	Applied Metric Points
Next Assessment		F	23-May-2024		24-May-2023	
Last Assessment	A-Acceptable (15/15)	S		24-May-2023	24-May-2023	15
Corrective Action Plan						

Certifications (Max. Points 10)

Certifications	Description	Expiration Date	Metric Points Change Date	Current Status	Base Metric Points	Applied Metric Points
ISO 14001		12-Sep-2024	15-Dec-2021	Current	10	10
IATF 16949		15-Nov-2023	11-Apr-2023	Expired	3	0
VMOSLE	A	30-Jul-2024	09-Dec-2023	Current	10	

APQP Launch (Max. Points)

APQP Launch Performance Rating	Metric Points Last Updated	Applied Metric points
Not Applicable (n/a)	10-Dec-2023	-

Quality Performance (Score: 26 of 30) Score Calc.: (51 / 60) * 30 = 26

Commodity PPM (Max. Points 20)

Commodity PPM Type	Worst Performing Commodity	6 Months PPM	Base Metric Points	Notes	Applied Metric Points
Production	S876	353	7	Exceeds 2.5 X Industry Threshold	7
Service	L700	0	10		10

QR Rate (Max. Points 20)

QR Rate Type	3 Month QR Rate	6 Month QR Rate	Base Metric Points	Notes	Applied Metric Points
Production	15	11	4		4
Service	-	0	10		10

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

Q1 Revoked Status = IATF Special Status

1. Ford will notify the organization if the organization's Present Q1 Status is placed in the Special Status of Q1 Revoked ("R"). Ford can submit an IATF Performance Complaint against the organization based on the issues leading to the Special Status of Q1 Revoked.
2. "Q1 at Risk" and "Recommended Status" do not trigger a special status reporting requirement per Ford Customer Specific Requirements

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

Capable Systems

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

Table Legend | Export Table Options

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 Pla		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
MMOG/LE	A	27-Jul-2019	04-Aug-2018	Current

Verify Correct IATF Certificate Number

Key Points:
- Verify correct IATF Certificate Number and status
- Any point loss in Q1 MSA or APQP Launch can be an area of focus for audit plan

APQP Launch (Max. Points:5)

APQP Launch Performance Rating	Metric Points Last Updated	
Poor Execution	25-Feb-2019	0

- The supplier is required to record its current and valid IATF 16949 certification in the Ford Global Supplier Database (GSDB) available through the Ford Supplier Portal
- Certifications and second party Ford assessment (Q1 MSA) of the supplier must be current and acceptable to have no impact on Q1 score

Quality Performance

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

Q1 Scoring Detail – Quality Performance

Key Points:
- Commodity PPM for <u>WORST PERFORMING</u> commodity is displayed, other commodities are available under the production and service links which may also be considered

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	7	7	6		6
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

Blue, underlined links will take the user to a detail page (i.e. Production, Service, Stop Shipments)

Delivery and Warranty

Delivery score details are available through SUPER-G logistics reporting system, linked from SIM

Q1 Scoring Detail – Delivery and Warranty Performance

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

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

Delivery (Max. Points:20)

Export Table Options

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

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

Field Service Action (Max. Points:10)

Export Table Options

Customer Quality Incidents		Applied Metric points
Field Service Action		

Warranty (Max. Points:5)

Export Table Options

	R/1000		Base Metric Points	Applied Metric Points
3 Month Avg.	6 Month Avg.	12 Month Avg.		
.00	.00	.00	5	5

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

Delivery Performance Detail

Delivery Performance (Score: 12 of 20)

Delivery (Max. Points:20)

Delivery Type	Ship Point	Org
Production	ABCDE	PROD
Service	ABCDF	SERV

- **Clicking the "Production" and "Service" links in delivery type will bring you from the Q1 Scoring Detail view to Q1 Delivery Details**
- **Delivery should be included in the audit plan if a supplier has at least one of the following in either production or service:**
- 1) **6M Weighted Average < 81**
- 2) **Non zero "# of Consecutive Ratings < 81"**
- **Any rating marked as "Not Considered For Q1" in the notes should be disregarded**

Export Table Options
Legend: 🔴 = Delivery Risk

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

<< Back to Site Q1 Performance

Performance Metrics Summary Overall

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

Performance Metrics Summary

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

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

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

Performance Metrics Summary - PPM

Performance Metrics Summary for Supplier Site: ABCDE

Add Favorite   Print

Site: ABCDE – FORD SUPPLIER A
Address: 12345 MIGHIGAN AVE, DEARBORN, MI 48126
Production FABCD – JDOE123____   Service STA: FABCD – JSMITH456

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

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

⊟ PPM
Mature PPM Summary

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	837778	1351225

Service	3 Month	6 Month	12 Month
PPM	7911	4160	4066
Receipts	9860	20192	36889
Rej + Rew	78	84	150
QRs			

ℹ 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	95	99	49	19
Action	Receipts	1111079	861906	1163967	805834	1315525	1162326	1272345	
Action	Rej + Rew	135	66	160	121	125	115	62	
Action	QRs	73	36	52	42	72	48	50	
Action	ChargeBack	67617	57345	76088	92989	172677	46731	288225	

ℹ 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	1764	0	0	22569	0	0
Action	Receipts	3323	3736	2485	1732	2396	3025	3745	3402	3185	3696	3456	2708	2314
Action	Rej + Rew	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

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

PPM Summary Tool

Filter Criteria: ℹ Modify Criteria | Clear Filter

Part Base: All	Commodity: All	Plant: All
Site: All	STA Org: All	
Ship Point: All	Brand/Region: 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	837778	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

ℹ Grouping Options

Group By: --Select-- ▼   ℹ Metric: All ▼   Go

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

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	1092837	1136085	1199822	1019760
Action	Rej + Rew	135	66	160	121	125	115	62	34	20	63	104	106	136
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

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

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   ① 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	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   Latest Delivery Ratings | Export Table Options

Rating Type	May 2018	Jun 2018	Jul 2018	Aug 2018	Sep 2018	...	May 2019
Service Ratings	2	2	2	2	2		2
Service Ratings < 81	0	0	0	0	0		0

Show results per ... 25 | 50 | 100 ③
Showing Delivery ... 1-3 of 3

Actions	Ship Code	Mfg Site Code	Mfg Site Name	Region	May 2018	Jun 20...	...	Apr 2019	May 2019	6MWA
Action	GNL3B	GNL3B	CONSTELLIUM AUTOMOTIVE USA LLC	EU	-	-		97	100	94.13
Action	GNL3B	GNL3B	CONSTELLIUM AUTOMOTIVE USA LLC	NA	92	88		85	79	89.86
Action	GNL3D	GNL3B	CONSTELLIUM AUTOMOTIVE USA LLC	NA	96	68		91	93	95.24

Show results per page: 10 | 25 | 50 | 100
Showing Delivery Ratings: 1-3 of 3

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

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Field Service Actions and Stop Ships Summary

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

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
Field Service Actions	0	0	0	0	0
① 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	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 Summary

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   Supplier Warranty Reporting (SWR) | 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	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			

Balanced Single Agenda for Quality (BSAQ)   ℹ   BSAQ Top Concern Report | Export Table Options

BSAQ Concerns (All Regions)	May 2018	Jun 2018	Jul 2...		Feb 2019	Mar 2019	Apr 2019	May 2019
Month Start Open	75	73	68		21	29	33	34
# Created	3	2	5		8	8	2	5
# Closed	5	7	2		0	4	1	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

QR Rate and APQP Launch Performance Summary

Although QR Rate and APQP Launch Performance scoring appear on the Q1 Scoring Detail page, the details are only available through the On Demand Reports page

QR Rate and APQP Launch Performance

① 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: 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.

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.

+ Q1 Scoring Version Comparison

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

GETRAG Joint Venture

The Getrag / Ford Joint Venture for transmissions are not managed by Ford Supplier Quality, but still may be a customer to the supplier site, although the customer is the Getrag JV.

Getrag Ford Transmission Suppliers

How to Identify Getrag Unique Suppliers:

1. **No Service Activity (Service STA Inactive)**

2. **Production Activity ONLY to Getrag Plants**

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.

Displaying colors in the PDF of the Q1 Score Dashboard

If the print function is used to create a PDF version of the Q1 Scoring Details page showing the Q1 Score Dashboard, the color coding of the dashboard may disappear if the correct settings are not selected.

If using Microsoft Internet Explorer, the settings to display the colors in PDF are shown below.
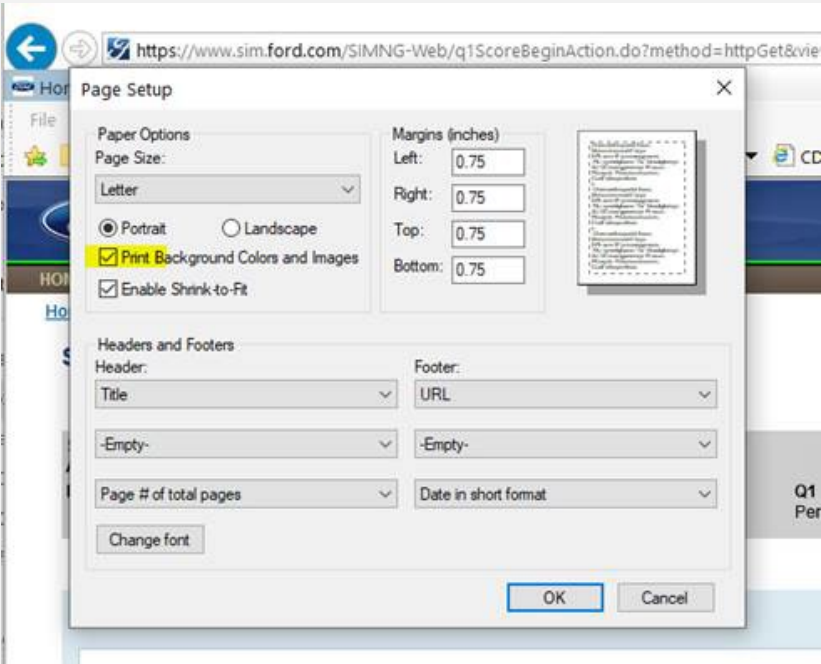
If using Google Chrome, the necessary settings are shown below. Other browsers may be similar.