

STELLANTIS Scorecard IATF 16949 Quick Reference Guide

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Background

This Scorecard IATF 16949 Quick Reference Guide identifies the specific scorecards, information, and requirements relevant to each of the IATF Rules steps.

1. STELLANTIS Scorecard - what performance data to use for audit pre-planning?

Any IATF16949 certified client who is a supplier to Stellantis should provide the following customer performance data for Stellantis, through the following reports, available to Stellantis Suppliers through the B2B portal.

⇒ See <u>Annex 1 "How to access Stellantis BIDLIST Scoring"</u>.

The supplier should provide the screenshots of following reports:

01 - STELLANTIS Bidlist (Quality-Warranty) Scoring:

This report STELLANTIS Bidlist (Quality – Warranty) contains supplier site identification information (name, city, Supplier code) and includes Overall Category scores for:

- Quality
- Warranty

It includes also different information on reasons for the overall scoring

 \Rightarrow See <u>Annex 2a</u> for explanation of this report.

02 - STELLANTIS IPB-Supplier:

This report contains several detailed charts with monthly data. The supplier should provide following screenshots:

- Global IPB (Claims 0km per Billion parts)
- Average number of Claims 0km
- Average number of In Field Claims (QIC) (QIC = Quality In field Claim)
- 3CPR: Overview of 3CPR on the last 24 Months
- \Rightarrow See <u>Annex 2b</u> for explanation of this report.

03 - STELLANTIS PPM -Supplier

This report contains detailed charts for Warranty data. The supplier should provide following screenshots:

- PPM 3MIS (Warranty Claims per million parts):
- Incidents (Average number of Warranty Claims)
- Claim list (not to be provided before the audit but to be used during the audit for deep dive)
- \Rightarrow See <u>Annex 2c</u> for explanation of this report.







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Note: It is *not* acceptable for the supplier to provide Supplier Performance Scorecards greater than one month old at the time of submission to the Certification Body.

In case of the supplier cannot access the B2B portal and its Performance scorecard, the supplier can get in touch with its Stellantis SQE (Supplier Quality Engineer) who can temporarily provide the reports.

2. How does an auditor analyze the STELLANTIS Supplier Performance data?

2.1. Audit preparation

2.1.1. Supplier Identification

Use the **STELLANTIS Bidlist (Quality-Warranty)** to find the Supplier code (report **01**, as shown in chapter 1).

ST	ELLONTIS	STELLANTIS Bidlist (Quality - Warranty scoring)						Update frequency	xPSA eSQAL xF0 30/09/2024 23/	CA NA XFCA SQP
\bigotimes			Global Sco	oring	G					
			Q	UALITY						
	Supplier code - name	Supplier group	SQE	Quality scoring	IPB (Q2)	IPB - Nb of incidents (Q2b)	f Yard Hold with alert (Q3_2)	Yard Hold without alert (Q3_3)	3CPR Escalati (Q4) (Q6_1	on IATF) certification (Q9)
	SUPPPLIER CODE - NAME	SUPPPLIER GROUP NAME	SQE NAME	94,00	667	5	0	0	LI	Issued
			WA	RRANT	Y					
	Supplier code - name	Supplier group	SQE	Warranty scoring	PPM 3N	lIS (W3) in	PPM 3MIS - Number of cidents (W3b)	Preventative action - Minor (W1_1	Preventative action - Major (W1_2)	Preventative action - Critical (W1_3)
	SUPPPLIER CODE - NAME	SUPPPLIER GROUP NAME	SQE NAME	94,61	2,	99	19	0	0	0

There is only one Manufacturing code per supplier site; no separate Manufacturing codes for affiliated brands and no code for Joint Ventures.

Due to ongoing alignment of suppliers' codes inside Stellantis, the following rules must be applied:

1) If the code in the STELLANTIS Bidlist (Quality-Warranty) is a COFOR code structured as described below, check in the IATF database in field "Stellantis" if already registered. If not, record it.



2) If the code in the STELLANTIS Bidlist (Quality-Warranty) is NOT structured as a COFOR code, put the code inside "Stellantis temporary".

Note: verified Manufacturing COFOR codes for associated extended manufacturing sites should also be recorded in the relevant section and NOT as a secondary code for the main site.

2.1.2. Performance data

Review the STELLANTIS Bidlist (Quality-Warranty Scoring) and confirm the scoring meets the minimum thresholds below:

- Production Quality score is GREEN (\geq 80)
- Warranty score is GREEN (\geq 80)



These 2 Scoring values must be taken into account to assess the level of performance to be registered for the audit report and to determine the need of extra audit time pursuant to IATF rules.

Use the different reports provided (reports 02 & 03 as shown in chapter 1) to understand the site's performance trend and to establish audit timing and trails.

See Annex 2, to understand how to use these Stellantis Supplier Performance KPIs.

- a) Review these performance KPIs to determine **performance trends** for the metrics above.
- b) If any of the performance KPIs are not meeting minimum thresholds or are trending in a negative direction, they shall be included in the audit plan.

2.2. Pre-meeting for data verification

During the pre-meeting for data verification, the Certification Body auditor must observe the supplier access the Stellantis ESQAL database through the B2B Portal and retrieve the manufacturing site's current Performance KPIs.

⇒ See <u>Annex 1 "How to access Stellantis BIDLIST Scoring"</u>.

The auditor shall note any changes in Performance data and trend since the audit pre-planning submission and adjust the audit plan where necessary.

2.3.Audit

Use the Performance KPIs to check how action plans are engaged and monitored to reach the different targets.

- In case of RED score: see the evolution in the detailed KPIs (reports 02 & 03) and action plan to recover normal situation
- In case of Green score: see the evolution in the detailed KPIs by month to catch any "negative" trend (weak signal)

NOTE: the penalty applied (e.g., for Controlled shipping or escalation) is NOT to be considered as an IATF special status/performance complaint but to be considered for investigation:

- To know if any special status has been assigned to the supplier, requiring an action from the certification body, the auditor must check in the IATF database. Indeed, Stellantis uses the IATF Complaint
 Management System (CMS process) to require the certification body to engage the decertification process as per IATF rules, and the supplier is notified in writing.
- Nevertheless, any penalty applied to the quality and warranty scoring should be investigated to check what the organization has put in place to identify the systemic root causes and implement an action plan (e.g.: escalation, 3CPR Third Party Containment and Problem Resolution in place...).

Use details reports List of claims to investigate during the audit (8D report and PFMEA update, recurring incident, 8D reports, ...)

ANNEX 1 "How to access STELLANTIS BIDLIST Scoring"

Access the B2B Homepage.

- Access requires a username and password
- → Access the ESQAL database



There are several pages of reports available:

The 3 reports for Stellantis Performance for IATF audits (reports 01, 02 and 03) as in <u>chapter</u> 1)	to <u>be used</u> explained	🔒 online help 🔯 contact 💈
show 10 V entries		Search:
Report Name	Report Description	
00 - STELLANTIS Contact Information - Supplier	STELLANTIS contact information dashboard supplier version WITH xPSA AND xFCA DATA	
01 - STELLANTIS Bidlist - Supplier	STELLANTIS Bidlist dashboard supplier version WITH xPSA AND xFCA DATA	
02 - STELLANTIS IPB - Supplier	STELLANTIS IPB dashboard supplier version WITH xPSA AND xFCA DATA	
03 - STELLANTIS PPM - Supplier	STELLANTIS PPM dashboard supplier version WITH xPSA AND xFCA DATA	
04 - STELLANTIS APQP PLM - Supplier	STELLANTIS PLM dashboard supplier version	
05 - STELLANTIS APQP AUROS - Supplier	STELLANTIS AUROS dashboard supplier version	
A4 - Supplier Group Organization	BIDLIST LOG & AFTERSALES WITH xPSA DATA ONLY (NO DATA FROM xFCA)	
B - Supplier Performance Scorecard (SPS)	Supplier Performance Scorecard WITH xPSA DATA ONLY (NO DATA FROM xFCA)	
C - Supplier Relationship Issue	Supplier Relationship Scorecard (Escalation, CS, SUP Incidents) WITH xPSA DATA ONLY (NO DATA FROM xFCA)	
D1-Infield quality by manufacturing date	Infield Quality Metrics (by manufacturing Months) WITH xPSA DATA ONLY (NO DATA FROM xFCA)	
showing 1 to 10 of 13 entries		Previous 1 2 Next

NOTE: Reports may not be displayed, depending on the internet browser used (**Chrome is the preferred one**)

ANNEX 2 "Interpreting STELLANTIS Scorecard"

a) Understanding the report "01 - STELLANTIS Bidlist (Quality-Warranty Scoring)" and penalties



The **STELLANTIS Bidlist (Quality-Warranty Scoring)** provides the prior month's view of the site's performance. Each manufacturing supplier site starts with 100 points by area (Quality, Warranty), renewed each month, from which points are deducted for penalties incurred. Penalties are applied by Stellantis for each disruptive event (e.g., a withdrawn IATF 16949 certification, critical event, supply disruption, etc.).

It is updated at minimum monthly based on the supplier's results and consolidated up until the last day of the month.

			Date of update
	STELLANTIS Bidlist (Quality - Warranty scoring	0	Help file
SUPPPLIER CODE - NAME	Global Scoring P QUALITY QUALITY Septer prop. S Society PS00; Statistic Statistic	1	Criteria taken into account in the scoring for Quality and Warranty
Supplier code - serve supplier CODE - NAME	VAREANTY		1/ For Quality \rightarrow 7 Criteria SCORE = 100 - \sum Penalties of the 7 criteria 2/ For Warranty \rightarrow 2 Criteria
Quality Providen Set > (Qr) - H paint() coming tions 12 ACH > (Qr) (1 - Japate)() coming tions Taxon > (Qr) - Z paint() coming tions 12 model > (Qr) - Z paint() coming tions program > (Qr) - Z paint() coming tions V/T Center	versety findeds to the second control of the second		Score = $100 - \sum$ Penalties of the 3 criteria
COPER / SAF code	VE 3 3 3 Month Section Section Section Texation Section Texation Section Texation Texation Section Texation Texat		GREEN \rightarrow Scoring \geq 80 Points \geq 80RED \rightarrow Scoring < 80 Points
YARD HOLD DRILLOOWN Number Title	Not half type. Not data penday. Searchy: Lability. Customer plant. Recurrence Scatters *	2	Quality Penalties list Warranty Penalties list > (Qu) 10 point(g) coming from 12.250% No penalties > (101) - 10 point(g) coming from 12.250% No penalties
D Type Level Digitating a CODE - vel 2 todate and a	nger Soltzar Caterorphy Caterologiansan Dirykon Estenaria das Eculator Laule Cs. 20 MMA Germaniq ausonomistas 200,000 201000 MMA		(Q): 45 point(s) coming from 2 sestation (Q): 23 point(s) coming from program management SUPREL major incident(s) (Q): 23 point(s) coming from program management SUPREL major incident(s) (Q): 25 point(s) coming from IXIP Cettification (status Masing)
FIELD ACTION DIRILLOWN	Mixed August last data prody Seality Salatily Records Dow		In case of escalation, information on : Originated region, entry date, exit forecast date



NOTE: the scoring rules are updated each year and shared with the Suppliers. The file with all explanations on penalties rules are available through the B2B portal directly in **STELLANTIS Bidlist (Quality-Warranty Scoring)** and in the other detailed reports, on the upper right corner of each report.

This report includes a Global Bidlist Scoring. This Scoring is based on the 2 following scorings:

- Quality score
- Warranty score

with the rules:

- If one scoring is RED, the Global Bidlist scoring is RED.
- If one scoring is U (undetermined), the Global Bidlist scoring is also U.

This report also includes a summary of the Quality and Warranty penalties applied that led to each scoring.

Example of penalties:

In below example,

- Total penalty for Quality is 50 (- 25 points from escalation L2 and 25 points from IATF certificate withdrawn => Quality scoring is 100 - 50 = 50 (RED)
- No penalty for Warranty => Warranty scoring is 100 (GREEN)

Quality Penalties list	Warranty Penalties list	
 ➤ (Q6) -25 point(s) coming from L2 escalation ➤ (Q9) -25 point(s) coming from IATF Certification (status Withdrawn) 	No penalties	

In below example,

- > -25 points from IATF certificate missing => Quality scoring is 75 (RED)
- 3 points from PPM 3MIS incidents => Warranty scoring is 97 (GREEN)

Quality Penalties list	Warranty Penalties list
► (Q9) -25 point(s) coming from IATF Certification (status Missing)	 (W3) -3.00 point(s) coming from PPM result (Currently 33.63 PPM points for a threshold of 1.70, with 1 incidents)

In below example,

- Total penalties for Quality are 25 points => Quality scoring is 75 (RED)
- > Total penalties for Warranty are 21 points => Warranty scoring is 79 (RED)

Quality Penalties list	Warranty Penalties list
 > (Q2) -20 point(s) coming from IPB result	 (W3) -21.00 point(s) coming from PPM result
(Currently 2572 IPB score for a threshold of 196, with 10 incidents) >> (Q3.1) -1 point(s) coming from critical incident(s) >> (Q7.1) -1 point(s) coming from program management SUPREL minor incident(s) >> (Q7.2) -3 point(s) coming from program management SUPREL major incident(s)	(Currently 1.93 PPM points for a threshold of 0.45, with 7 incidents)

The detailed Performance KPIs are in the following reports:

- Report "02 STELLANTIS IPB-Supplier"
- Report "03 STELLANTIS PPM -Supplier"

See the following section to understand these reports and to use them during the audit.



This report contains several tabs regarding 0km quality:

1- Global IPB (Claims 0km per Billion parts) (in tab IPB)

This KPI characterizes Stellantis Plant disturbances by manufacturing months. IPB = Nb claims 0KM / deliveries x 1 000 000 000.



2- Average Number of Claims (in tab Claims 0km)

This chart is the number of Claims 0 KM with 6 Rolling Months Graph.

Claim 0KM = claims issued by Stellantis manufacturing plants toward supplier due to parts non-conformity.





3- Average Number of QIC Claims (in tab Claims QIC)

QIC Claim = 'Quality In Field' Claim, issued by Stellantis manufacturing plants toward supplier when an issue is discovered **in the field (dealer network, final customer...)** and identified as under supplier responsibility. This is the focus on Critical Incidents: Critical in Field Claims with major impact (safety, breakdown, regulation, reccurrence).



4- 3CPR (in tab 3CPR)

This chart shows the situation of 3CPR (Third Party Containment and Problem Resolution) on the last 24 months.

A 3CPR is a demand from the customer to the supplier, for an additional, redundant 100% containment process at a customer location and/or at the supplier manufacturing location to inspect for specific non-conformity to requirements, while implementing a root-cause cause problem solving process.

There are 3 levels of 3CPR depending on the gravity of the situation.





c) Understanding the report "03 - STELLANTIS PPM - Supplier"

This report contains several tabs regarding In field quality.

This report integrates **claims from all liabilities (Stellantis or Supplier).** This KPI represents the overall number of warranty claims with component exchange after 3 months in service.

It is expected to be analyzed by the supplier to identify any potential nonconformity of its parts.

1- Global PPM 3MIS (Claims per million parts) (in tab PPM 3MIS)



2- Average number of Claims (in tab Incidents number)



3- Claim list (in tab Claims list)

May be used during the audit to check examples

BTELS)+T18			Claims III	at	Attacked Eds	194 104.00	NGA SA Ngialasa	1016-045	#04060
Manufacturing Loo	rsion (STLA Appr	ngarinet Codel		Carbor SAP code:		Commodity	ETLA			
Text										
Supplier Region	5	applier country		Supplier group		Cammodity	Ex-Company			
	× 1	leat		Text		Sect				
Renalectoring d		s. 202-jen 203 jen for			14 147		-			-
AIMS INDIAMA	7101								38 cla	ins
in .	Mode	Manufacturing date	MS in	care of SUPLO	Commonity	Code cause	Cede ou o	(esc)sta		
	500	10/08/0023	5.80	SUPPPLIER CODE - NA	ent:	ADDED: COR	MUCDITY	nnn		
N	900	29/05/2023	5.80	DISETA SUPPPLIER CODE - NA	ME	BRODODO C	COMPANY	202		1
	900	10/05/2025	1.00	DIVIDA SUPPPLER CODE - NA	eni.	ADDID: COR	MACE/TY P	m		
•	900	18/05/2025	3.70	HCADDA SUPPOURS CODE - NA	ME	BRORDON C	COMPACITY	200		
	900	51.05-0025	2.75	TUDGA SUPPLIER CODE - IM	ever.	A0101 0	OVERORT	com.		
	900	25/08/0029	3.6	AGACIA SUPPPLIER CODE - NA	ME	2000000	COMMON	TY INZ		
	900	05/94/2022	3.75	USINA SUPPRIER CODE - NA	M	ARRENT COR	MACENTY	m		
94	900	16/08/2023	3.15	SUPPRUER CODE - NA	ME	BED00000 0	COMPACITY	202		

For Stellantis suppliers from North America, the access to the Claims must be done using WIS system, available through EsupplierConnect: <u>https://fcagroup.esupplierconnect.com/</u>

From the Stellantis B2B Homepage (see annex 1), select "FCA Supplier Portal" or "eSupplierConnect Portal"

Select Supplier Warranty Management (WIS) in North America section:

STEL					e		ER
	(1000) (1				Welcome:	NAME	•
Global Home	Enlarged Europe	LATAM	North America	APAC			
Home Bullet	ins Applications	Reference	Corporate Focus Are	IS			
			North America Purchas	e Order (PO) Inguire			*
			Part Return Analysis St	stem (PRAS)			*
			Part Return Analysis St	stem+ (PRAS+) *NEW*			*
			SII Admin Document D	atabase			*
			SoC/IMDS Compliance	Portal			*
			Specify the Vehicle 3	270			*
			Supplier Information Ca	ird			*
			Supplier Material Requ	rement Tracking System (SMART) 3270			*
			Supplier Quality Portal				*
			Supplier Relationship I	cident Claims (SUPREL)			*
			Supplier Warranty Man	agement WIS.EWT.GCS.QNA			*
			Supplier Web Academy	65"			*
			Supply Chain Knowled	e Center			*
			Supply Portal Scorebo	rd			*
			Third Party Containme	and Problem Resolution (3CPR)			*
			Warranty Recovery Pro	grams (SAWRP+) MY21 and later			*
			Warranty Recovery Pro	grams MY11-MY20			*
			WebCHAMPS				*
Click " Advar	nced reports	33			Type SUGA FORME	Message	<u>85 Pen</u>

4- All details steps to reach the claims are available for the supplier in the STELLANTIS Bidlist (Quality-Warranty) Scoring, in Esqal help and also on report Claim list (in tab Claims list)

Antonia Pla within within an and

lelp file for NA

Claims list

				Manufacturing Location (57)	LA Appropriat Code	Carlor SAP code	Commodity ITLA
				Supplier Region	Fegglier country Text	Reptr prop Sec	Connectly to Conpany
STELLONTIS	STELLANTIS Bidlist (Qua	lity - Warranty) Update Veranda Vica top 10000000 Veranda Vica top	Help file for NA	BICLEARIE this list of claims secure splanes used between a Gaps ary possible. This is an information to help y	is given to you for information. The PI PSA and afGLABA / SA / EMBL / 30, 47 no, with your 302, 10 understand when	44 dashkoond is a complex dashkoond making calculation by collection is not possible to amove a reliable lost between the number of incider is the insure can come from.	pinformation from multiple source systems. Too to this different is an this page and the number of moldents displayed on the others.
Ð	Global Scoring		warranty	The claims lat is only evaluated	to 8-0445 and WithOVT dains from	North America region.	Validation (Land
	QUALITY				et.202-jev.202 de jen for		2 101 11 10 6 6 pro
Supplier code - name	Supplier group SQL Quality acceleg	198 (Q2) 198 - No of Yard Hold Yard Hold SCPR Exceletion 1877 Incidents with start without alart (Q4) (Q6.1) cartification		CLAIMS INFORMATION			38 claims
SUDDDUED CODE	and a University	(Q9)		vite	Model Manufacturing-date Mil	5 inclant.val. SUPPLER Comm	elfy Code cause Code cause description
NAME				VN	500 1010-0023 500 2910-0023	I PUDIDIA SUPPLIER CODE - NAME	EDUDIOR COMMONTY YOU EDUDIOR COMMONTY YOU
- Losson -	WARRANT	IY.		100	900 10/05/0022	PETRICA SUPPLIER CODE - NAME	ANNIN COMMODITY YYYY OPENIFICN
Supplier code - name	Supplier group SQE Warranty	PPM IMIS (W3) PPM IMIS - Preventative Preventative Preventative		VN	900 18/08/2029	PORCADOA SUPPPLIER CODE - NAME	BROROOX COMMONTY XYZ
-	working	Number of action - action - action - Critic incidents (W13b) Minor (W1,1) Major (W1,2) (W1,3)			100 25/25/223	FORIACIA SUPPLIER CODE - NAME	AND CONTRACT OF CONTRACT.
SUPPRIER CODE - NAME	kes - Unknewn	0.00 U U U U 0	-	um	900 00-5%-2023	PUELISTA SUPPRIER CODE - NAME	ANDID: COMMODITY YYYY
		<u>.</u>		VN	900 16/08/0023	POLYMEN SUPPRUER CODE - NAME	BEDDIDDOX COMPACIETY XX2