



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 [Annex 1 "How to access Stellantis BIDLIST Scoring"](#).

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

⇒ See [Annex 2a](#) 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

⇒ See [Annex 2b](#) for explanation of this report.

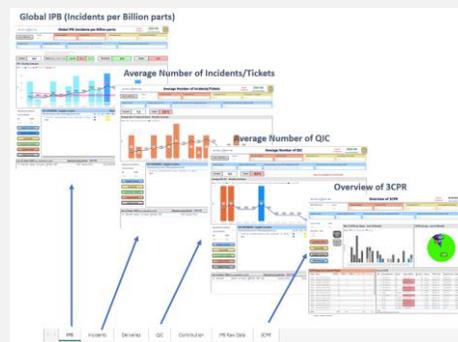
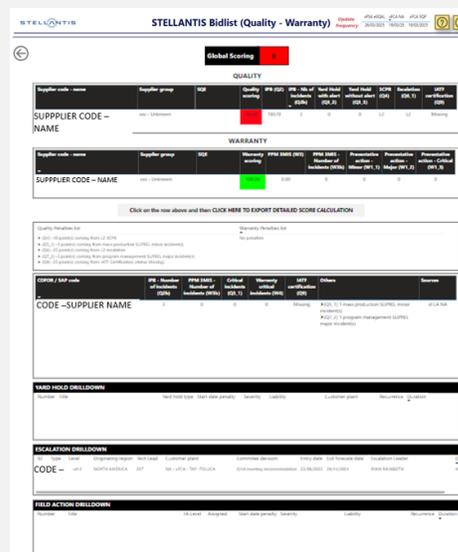
03 - STELLANTIS PPM -Supplier

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)

⇒ See [Annex 2c](#) for explanation of this report.



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

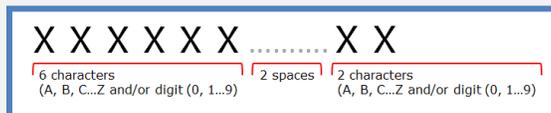
2.1.1. Supplier Identification

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

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 (≥80)**
- **Warranty score is GREEN (≥ 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 [Annex 1 "How to access Stellantis BIDLIST Scoring"](#).

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...).

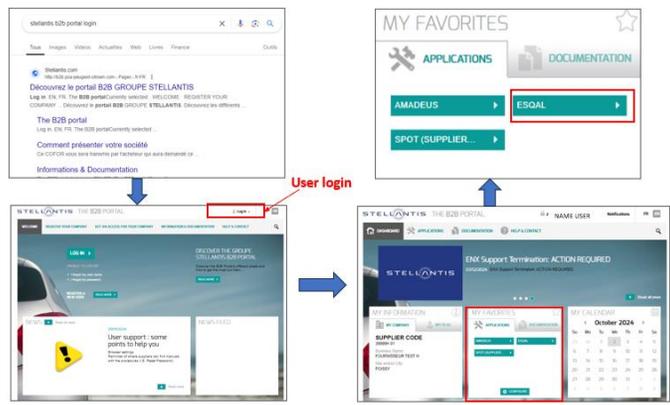
Use details reports List of claims to investigate during the audit (8D report and PFMEA update, recurring incident, 8D reports, ...)



ANNEX 1 “How to access STELLANTIS BIDLIST Scoring”

Access the B2B Homepage.

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



Note: you may have an intermediate screen to choose where to go:



There are several pages of reports available:

The 3 reports for Stellantis Performance to be used for IATF audits (reports 01, 02 and 03) as explained in chapter 1

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)

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

Report Name: 00 - STELLANTIS Contact Information - Supplier
Report Description: STELLANTIS contact information dashboard supplier version WITH xPSA AND xPCA DATA

01 - STELLANTIS Bidlist - Supplier
STELLANTIS Bidlist dashboard supplier version WITH xPSA AND xPCA DATA

STELLANTIS Bidlist (Quality - Warranty scoring)

Global scoring (G / R / U): 25% (1.92% Green, 25% Red, 73.1% Grey)

Quality scoring (G / R / U): 17.31% (17.31% Green, 82.69% Grey)

Warranty scoring (G / R / U): 7.69% (7.69% Green, 92.31% Grey)

Click to open the STELLANTIS Bidlist (Quality - Warranty Scoring)

This banner is displayed because one or several contacts information need to be updated or completed. We kindly request that you complete them using the dedicated report available on the B2B portal: 00 - STELLANTIS Contact Information - Supplier. The Bidlist's column "Contact status" gives you the STL code for which contact information needs to be updated (older than 365d or not fully completed).

Click on a row below and then CLICK HERE TO SEE DETAILED SCORE CALCULATION

Select the right manufacturing site concerned by the audit

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
Help file

Criteria taken into account in the scoring for Quality and Warranty

1/ For Quality → 7 Criteria
SCORE = 100 - ∑ Penalties of the 7 criteria

2/ For Warranty → 3 Criteria
SCORE = 100 - ∑ Penalties of the 3 criteria

GREEN → Scoring ≥ 80 Points
RED → Scoring < 80 Points
'U' (Undetermined) → Scoring not calculable

Explanation of the different penalties applied

Quality Penalties list
Warranty Penalties list

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
<ul style="list-style-type: none"> ➤ (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
<ul style="list-style-type: none"> ➤ (Q9) -25 point(s) coming from IATF Certification (status Missing) 	<ul style="list-style-type: none"> ➤ (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
<ul style="list-style-type: none"> ➤ (Q2) -20 point(s) coming from IPB 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) 	<ul style="list-style-type: none"> ➤ (W3) -21.00 point(s) coming from PPM result (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.

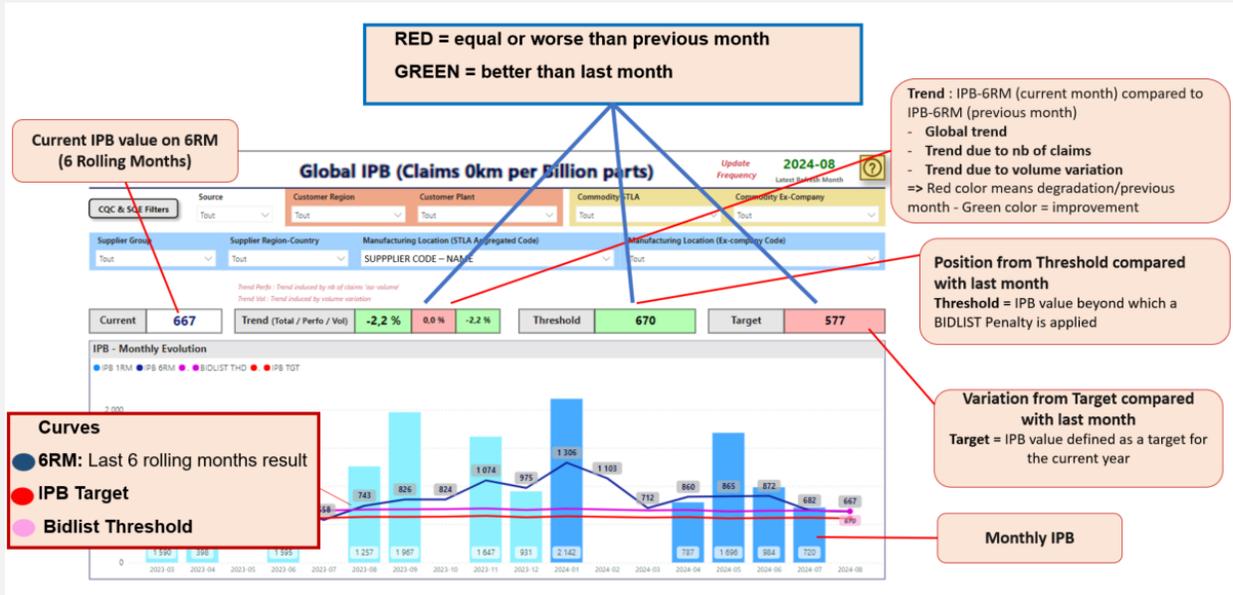
b) Understanding the report “02 - STELLANTIS IPB - Supplier”

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.

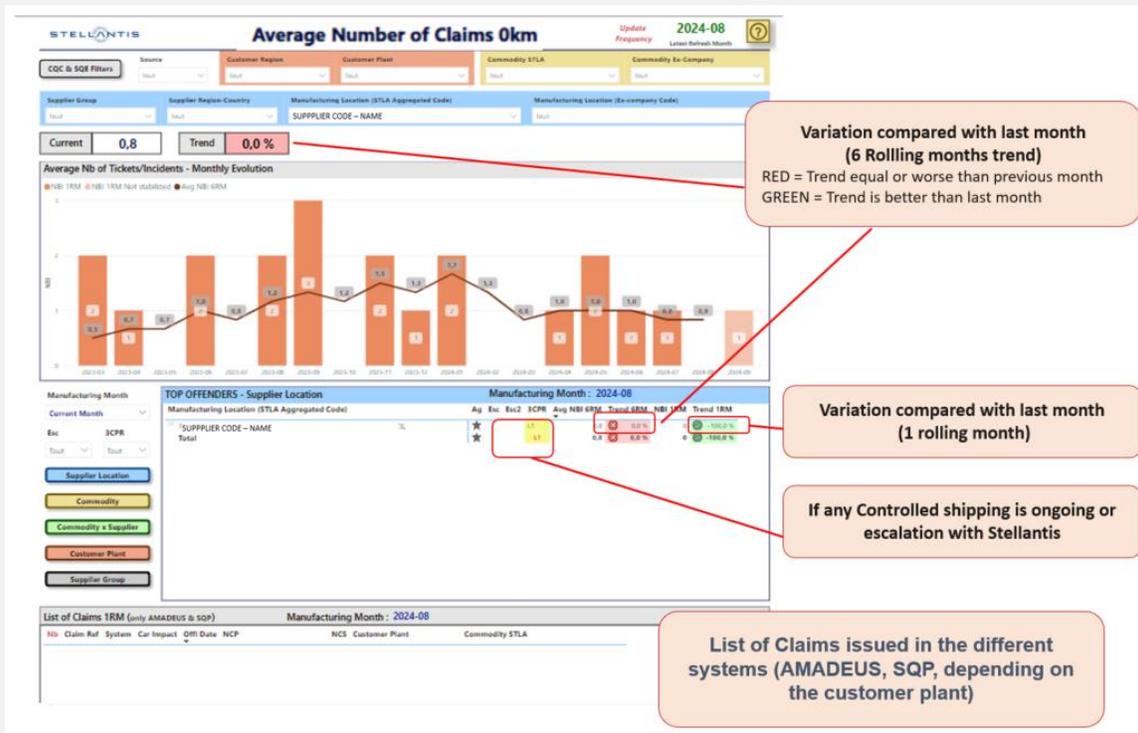
IPB = Nb claims 0KM / deliveries x 1 000 000 000.



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

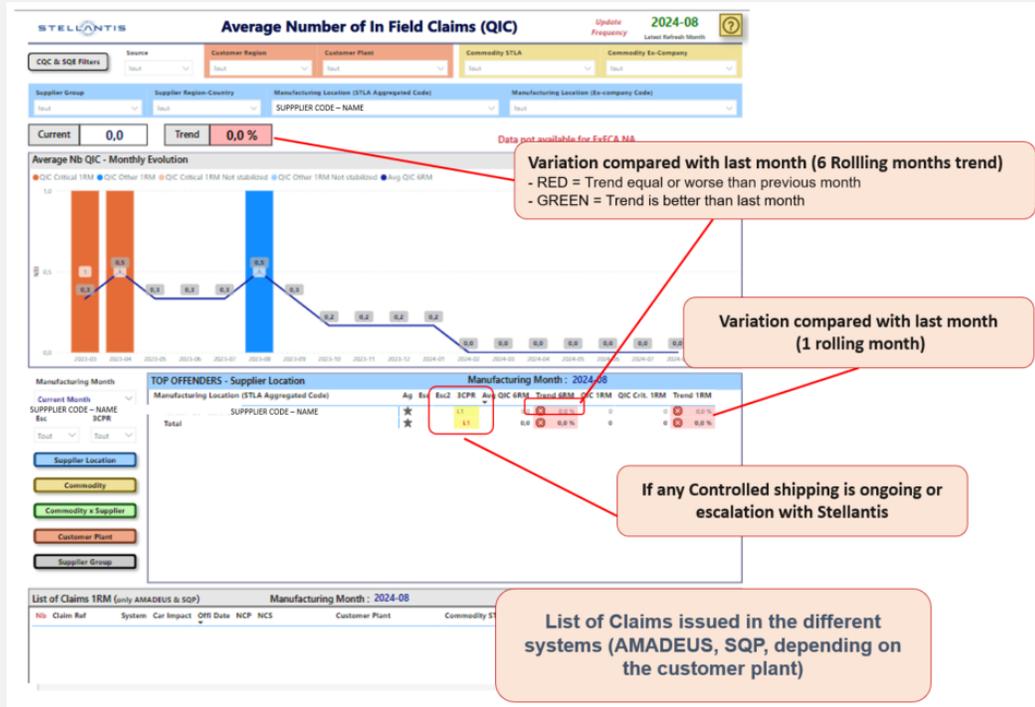
This chart is the number of Claims 0 KM with 6 Rolling Months Graph.

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, recurrence).

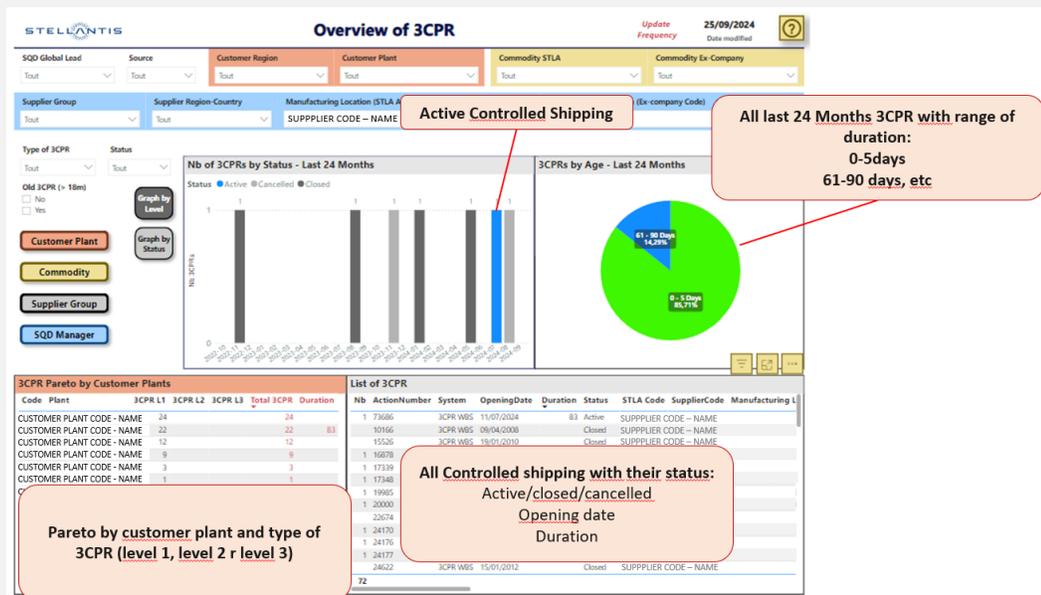


4- 3CPR (in tab 3CPR)

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.

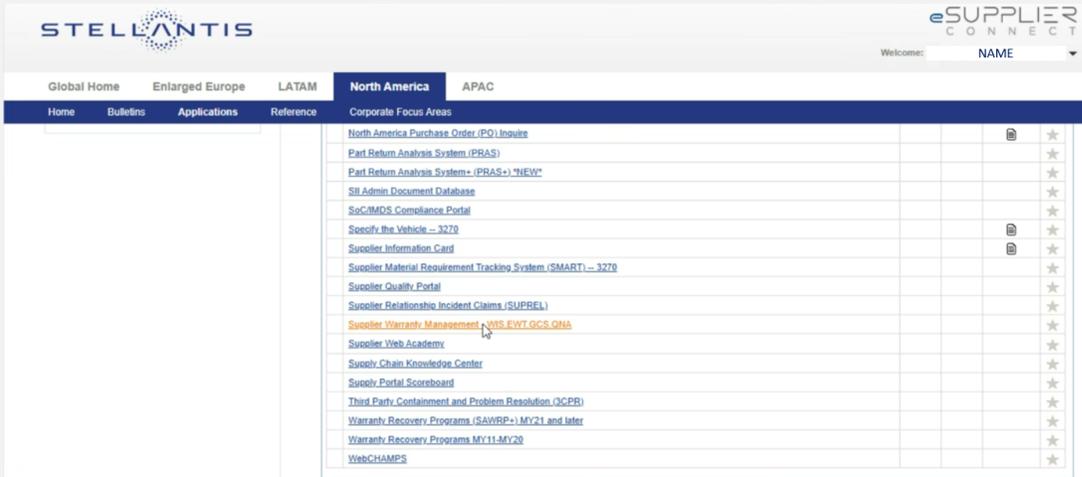




For Stellantis suppliers from North America, the access to the Claims must be done using WIS system, available through EsupplierConnect: <https://fcagroup.esupplierconnect.com/>

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

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



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)**

