福特汽车记分卡屏幕图像

背景

对于所有 IATF 16949 审核，有三个关键步骤可确保制定稳健的审核计划以获得绩效：

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）“每项审核计划应确定至少有一小时在现场……用于数据验证……”

福特汽车记分卡 IATF 16949 快速参考指南作为 IATF 16949 审核计划的一部分，明确了上述各项规则所述步骤相关的记分卡、信息和要求。

本文件提供了相关的参考记分卡和其他绩效指标屏幕图像，图像上显示了福特汽车记分卡 IATF 16949 快速参考指南中确定的供应商绩效各项度量指标。

福特汽车记分卡 IATF 16949 快速参考指南可访问 IATF globaloversight web page 获取。

目录表，显示所提供的福特供应商门户供应商改进指标（SIM）屏幕图像示例

屏幕截图 / 表格名称	页码
SIM 主页	**2**
SIM 搜索结果	**2**
SIM 查看列表	**3**
备用现场代码	**3**
绩效指标汇总	**4**
PPM 汇总	**5**
Q1 评分详情	**6**
Q1 评分详情页码布局	**7**
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Q1 审核中状态	**8**
Q1 撤销状态	**9**
能力系统	**9**
质量绩效	**10**
交付与保修	**10**
绩效指标总体汇总与 PPM	**11**
PPM 汇总	**12**
交付汇总	**13**
现场服务措施与停止发货状况汇总	**13**
保修汇总	**14**
QR 比率和 APQP 发布绩效总结	**14**
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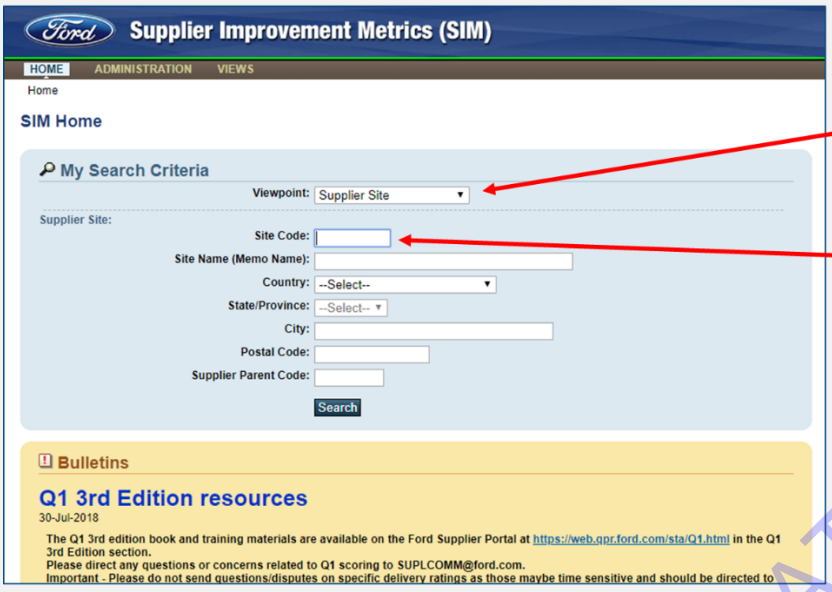
- 福特供应商门户 Covisint 的 **SIM** 主页

SIM Homepage



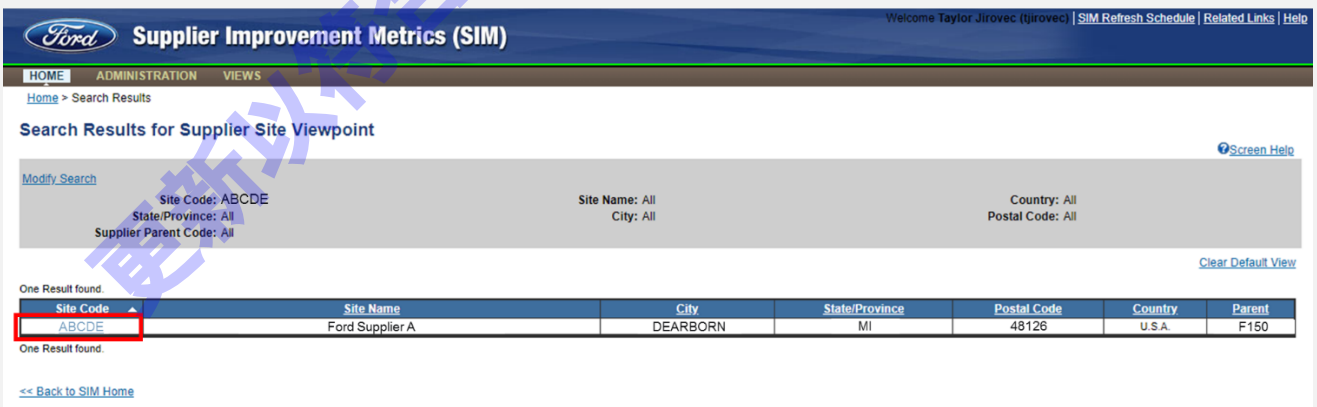
- **SIM Homepage is available through Ford Supplier Portal, Covisint**
- **Supplier selects the "Supplier Site" viewpoint from drop down list**
- **They are required to enter their 5 character alphanumeric supplier manufacturing site code into the field which is located below the viewpoint list and then 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 搜索结果；选择适当的 GSDB 现场代码

SIM Search Results

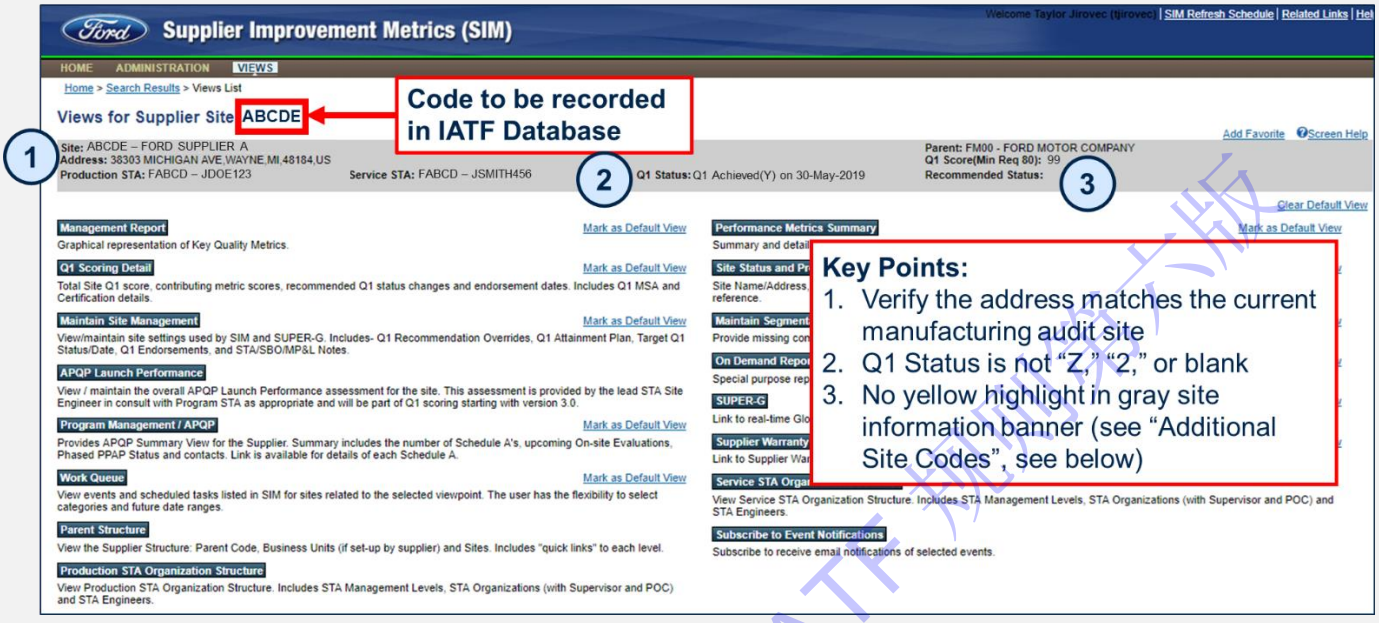
- **This screen shows the code entered on the previous search screen**
- **The supplier confirms the correct location through the name, location and parent code**
- **The supplier would then click on the correct site code to go to their site page**



更新以符合Q1 4.0和IATF规则官方版

在 **SIM 查看列表（SIM Views List）**上对 3 个关键点进行验证

SIM Views List for Supplier Site



备用现场代码：可将备用现场代码添加至 IATF 数据库中，但须跟在主代码之后。现场的绩效与主代码相关联。

Alternate Site Codes

新以符合Q1 4.0 和IATF 规范第六版

绩效指标汇总 为期 12 个月的活动不需要每个月都开展。 然而，12 个月前或更长时间需要记录相关的数据。

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

Export Table Options

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

PPM Production PPM Summary | QR Detail

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	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
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PPM Production PPM Summary | QR Detail

Export Table Options
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Action	PPM	122	77	137	150	95	99	49	33	21	58	91	86	125
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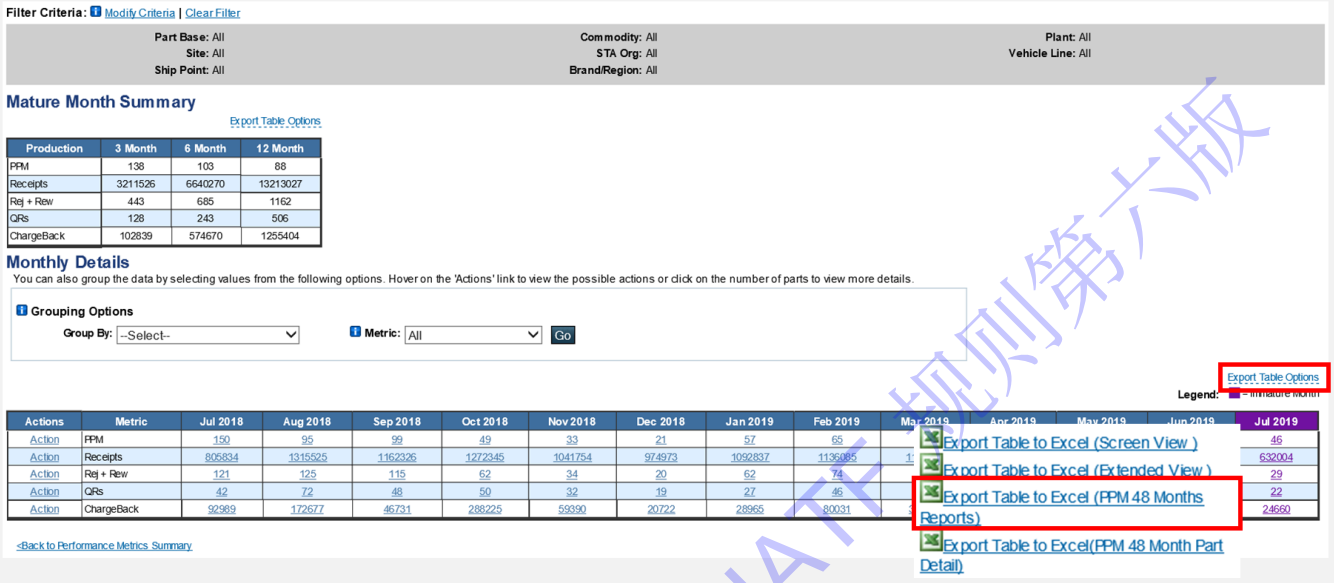
Action	QRs	73	36	52	42	72	48	50	32	19	28	45	39	34
Action	ChargeBack	67617	57345	76088	92989	172677	46731	42480	59390	20722	29644	78785	353730	29008

更新以符合Q1和IATF规则第六版

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).



确认 12 个月活动的详细信息

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

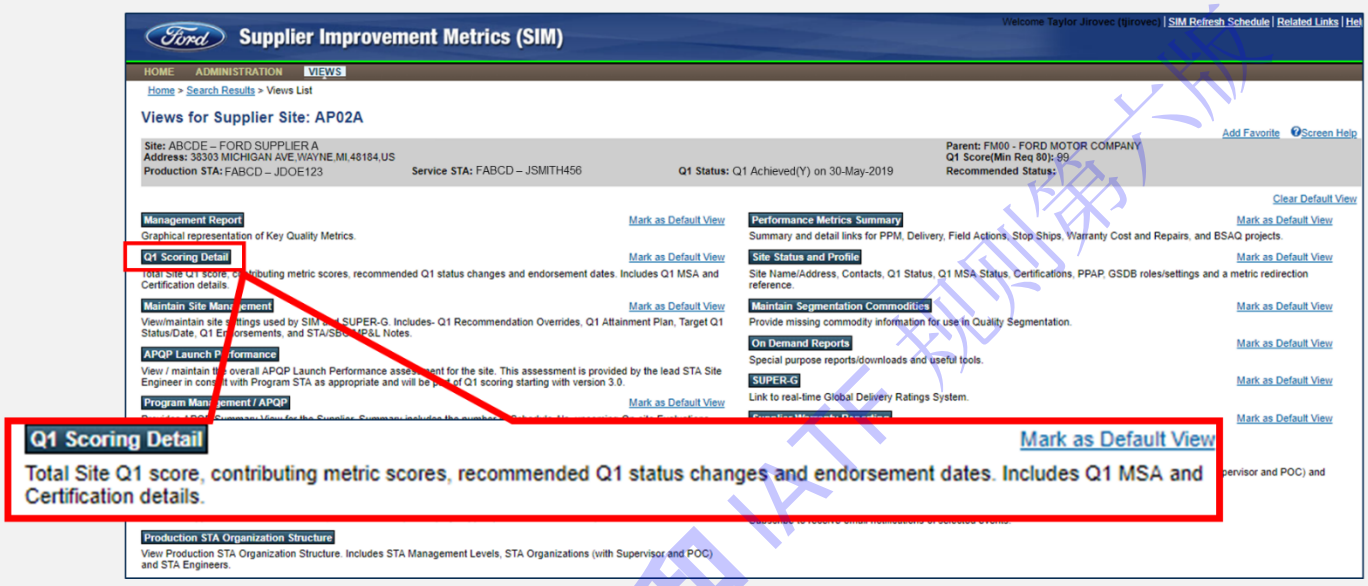
It is acceptable to have months with zero receipt activity for both production and service as long as the oldest receipt month is 12 months ago or older.

更新以符合Q14.0和IATF规则第六版

Q1 评分详情 可通过 Q1 评分详情页面获取 Q1 评分和状态

SIM View for Supplier Site

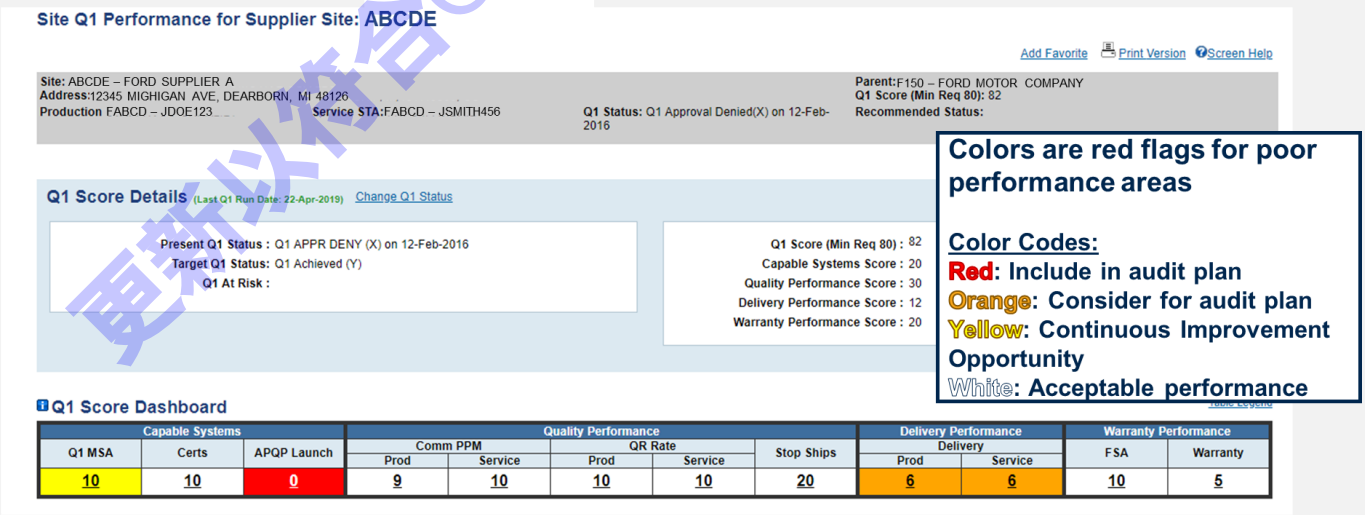
This screen provides several options of data that can be viewed by the supplier for the selected site. The key view of interest is **Q1 Scoring Detail.**



Q1 评分信息表为绩效驱动型审核跟踪提供了建议

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.



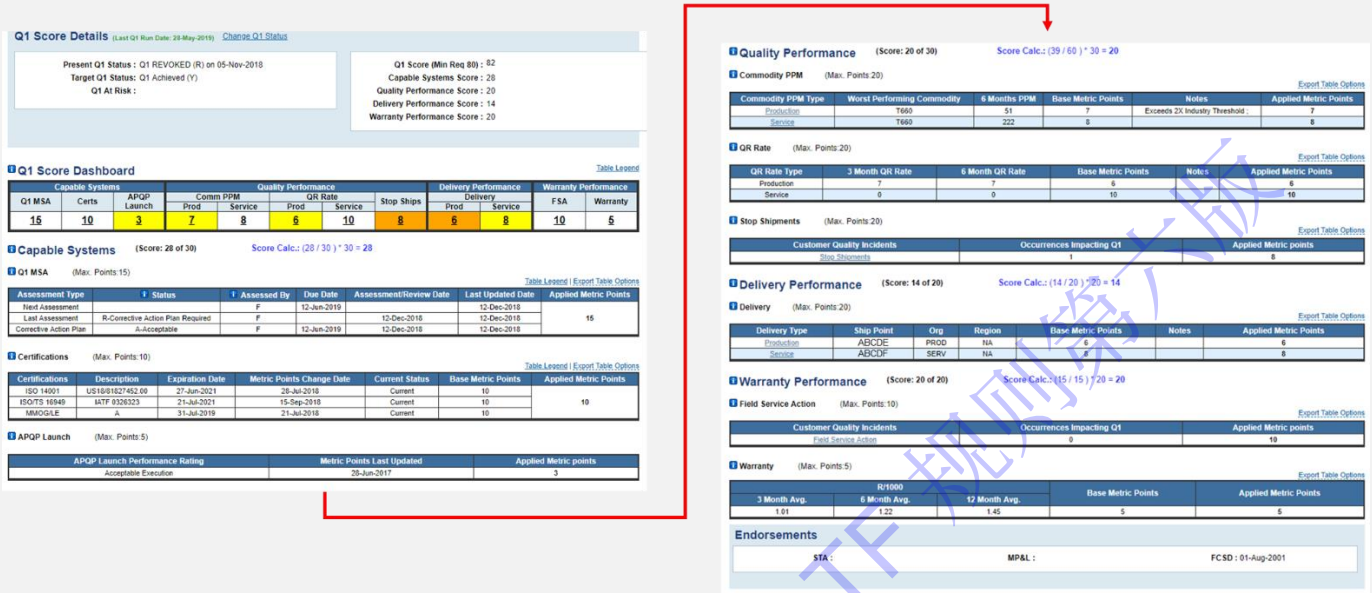
Colors are red flags for poor performance areas

Color Codes:
Red: Include in audit plan
Orange: Consider for audit plan
Yellow: Continuous Improvement Opportunity
White: Acceptable performance

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

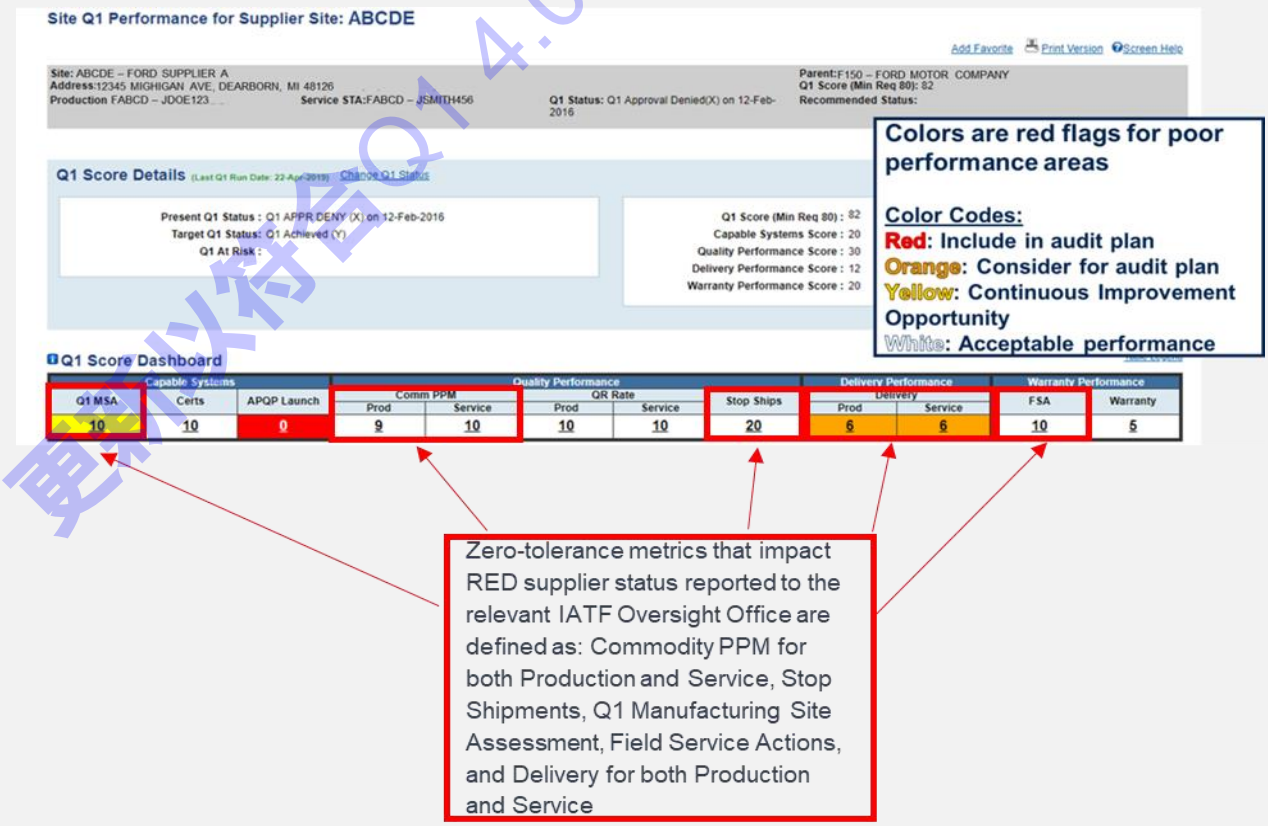
更新以符合Q1 4.0 和IATF规则第六版

Q1 评分详情页码布局



Q1 评分详情零容忍指标

本节提供了在 Q1 评分信息表中报告给相关 IATF 监督办公室的、影响红色供应商状态的零容忍指标的位置。



更新以符合Q1 4.0和IATF规则第六版

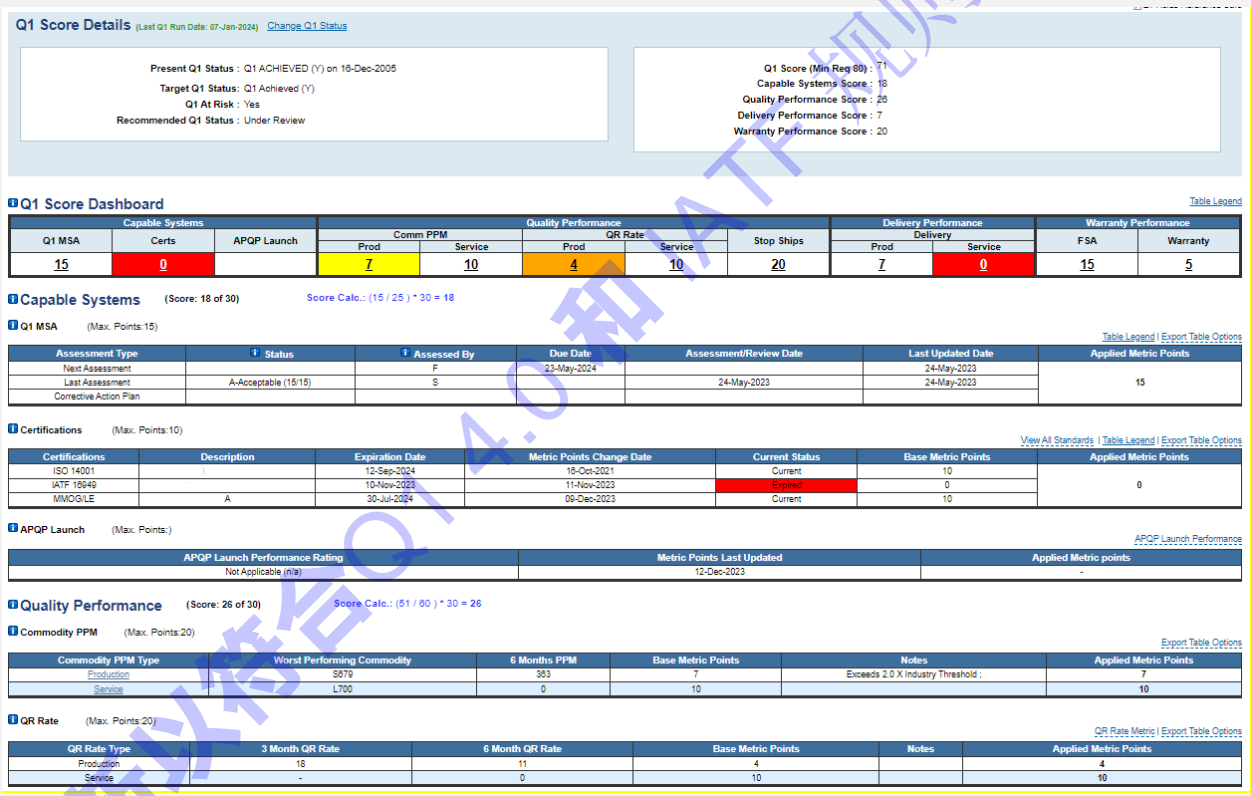
Q1 审核中状态

本节提供了关于“审核中”这一推荐 Q1 状态的定义和期望

“审核中”定义：基于相关指标、得分或达到 Q1 所需的时间，可能会有一个系统建议的 Q1 行动措施给到供应商工厂。STA 工程师可出于以动措施置于“审核中：

- STA 正在初步调查建议的行动措施
- STA 确定无需采取行动（由于指标无效、有争议或指标是共享的）
- STA 正在与供应商合作，以可接受的方式解决问题，且认为 Q1 行动措施没有必要或不适当
- 对于取得足够 Q1 进展的供应商，STA 已给予短期的延期以达成 Q1 目标

期望：无论是否将建议的 Q1 行动措施置于“审核中”、是否发生建议的 Q1 状态变更，或者是否存在 Q1 风险标志，都应按照所报告的指标来正常进行以绩效为驱动的审核。 应调查并验证任何不良的产品质量或交付绩效指标，并制定适当的行动计划来解决问题（如果适用）。



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

Present Q1 Status : Q1 ACHIEVED (Y) on 16-Dec-2005
Target Q1 Status: Q1 Achieved (Y)
Q1 At Risk : Yes
Recommended Q1 Status : Under Review

Q1 Score (Min Req 80) : 71
Capable Systems Score : 18
Quality Performance Score : 26
Delivery Performance Score : 7
Warranty Performance Score : 20

Q1 Score Dashboard — Table Legend

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
15	0		7	10	4	10	20	7	0	15	5

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

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		F	23-May-2024		24-May-2023	15
Last Assessment	A-Acceptable (15/15)	S		24-May-2023	24-May-2023	
Corrective Action Plan						

Certifications (Max. Points:10) — View All Standards | Table Legend | Export Table Options

Certifications	Description	Expiration Date	Metric Points Change Date	Current Status	Base Metric Points	Applied Metric Points
ISO 14001		12-Sep-2024	16-Oct-2021	Current	10	0
IATF 16949		10-Nov-2023	11-Nov-2023	Expired	0	
MMOG/LE	A	30-Jul-2024	09-Dec-2023	Current	10	

APQP Launch (Max. Points:) — APQP Launch Performance

APQP Launch Performance Rating	Metric Points Last Updated	Applied Metric points
Not Applicable (n/a)	12-Dec-2023	-

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

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	S679	353	7	Exceeds 2.0 X Industry Threshold ;	7
Service	L700	0	10		10

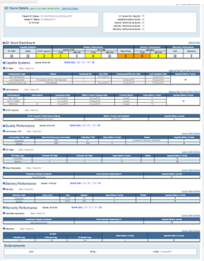
QR Rate (Max. Points:20) — QR Rate Metric | Export Table Options

QR Rate Type	3 Month QR Rate	6 Month QR Rate	Base Metric Points	Notes	Applied Metric Points
Production	18	11	4		4
Service	-	0	10		10

Q1 撤销状态 了解当前 Q1 状态和推荐 Q1 状态之间的差异极为重要

更新以符合Q14.0和IATF规则第六版

Q1 Revoked Status = IATF Special Status



Red box will indicate location on the screen

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**

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

能力系统

供应商必须将其经验证后的认证状况记录到 GSDB 中

Q1 Scoring Detail – Capable Systems

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

Q1 MSA (Max. Points:15)

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		23-Nov-2017	08-Dec-2017	10
Corrective Action Plan	N-None	01-Jan-2018		08-Dec-2017	

Maximum points available in that metric vs Applied Metric Points

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

APQP Launch (Max. Points:5)

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

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

- **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**

质量绩效

各指标的更多详细信息，请访问各页面提供的链接

更新以符合Q1 4.0和IATF 规则第六版

Q1 Scoring Detail – Quality Performance

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

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)

更新以符合Q1 4.0和IATF规则第六版

交付与保修

可通过 SUPER-G 物流报告系统（与 SIM 链接）获取交付评分信息

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				
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)

关键阈值推动 Q1 交付指标评分

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 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

最新以符合Q1 4.0和IATF规则第六版

绩效指标汇总

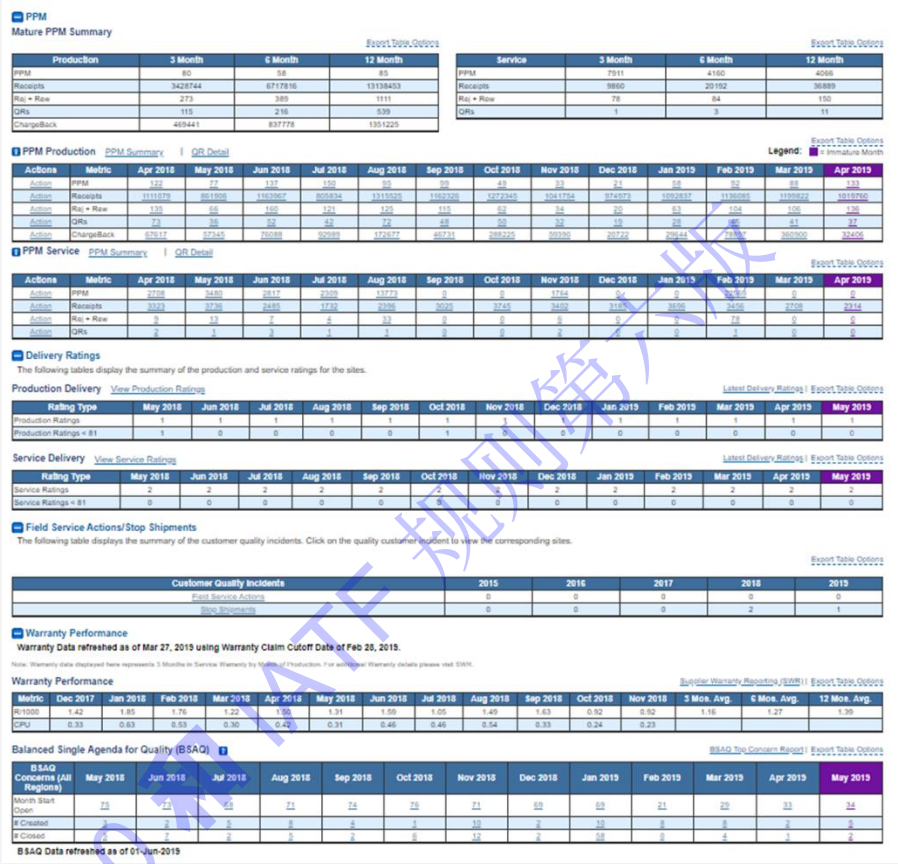
“绩效指标汇总”页面提供了 13 个月的绩效趋势，并可查阅细节

Performance Metrics Summary

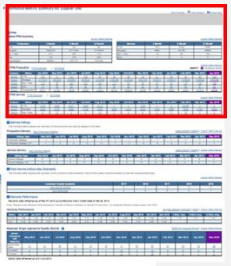
The “Performance Metrics Summary” view provides an overview of the following metrics

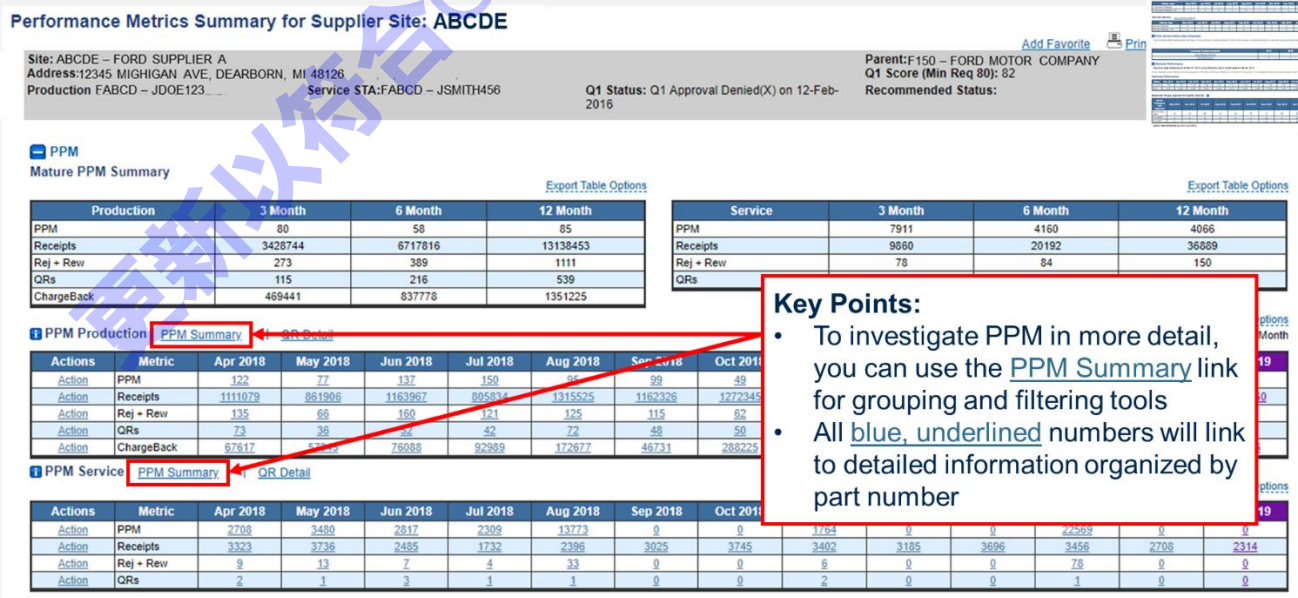
- **PPM Summary, Production, and Service**
- **Delivery Ratings for production and service**
- **Field Service Actions (FSA) and Stop Shipments (SS)**
- **Warranty Performance**

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



Performance Metrics Summary - PPM





Scrolling down on this webpage will include Delivery, Field Service Actions, Stop Shipments, and Warranty

福特公司签约的具体零件生产组织可查阅导出的表单

最新以符合Q1 4.0和IATF规则第5版

PPM 汇总

PPM Summary Tool

Filter Criteria: Modify Criteria | Clear Filter

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

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

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

Grouping Options

1 Group By: --Select-- 2 Metric: All Go

4 Export Table Options

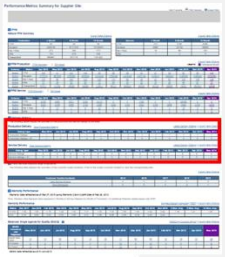
Legend: = Immature Month

3

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	974978	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

交付汇总：确定特定的顾客工厂和远程现场，应先确定正确的装运区域和装运点。

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 2 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 20	...	May 2019
Service Ratings	2	2	2	2	2	...	2
Service Ratings < 81	0	0	0	0	0	...	0

Show results per 3 25 | 50 | 100
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:

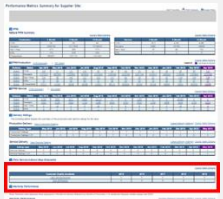
1. Clicking "View Production Ratings" or "View Service Ratings" takes the user to a detail page
2. "Latest Delivery Ratings" link will take you to the SUPER-G system and the most recent detailed delivery ratings, including the current partial month
3. The "Ship Code" to "Manufacturing Site Code" relationship is taken from the PPM data and can be seen using the ship point grouping in PPM Summary Tool

最新版本IATF 16949 和 IATF 规则第六版

现场服务措施与停止发货状况汇总

现场服务措施（召回）和停止装运（客户生产中断）属于重大事件

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

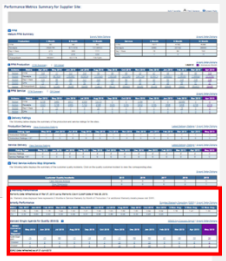
Show results per page: 10 | 25 | 50 | 100
Showing Stop Shipments: 1-3 of 3

Site Code	Site Name	Identified Date	Stop Shipment	Part	Description	(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	

保修汇总

保修测量第一季度的评分重点是每 1000 辆车的保修维修量的改善

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)

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	69	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

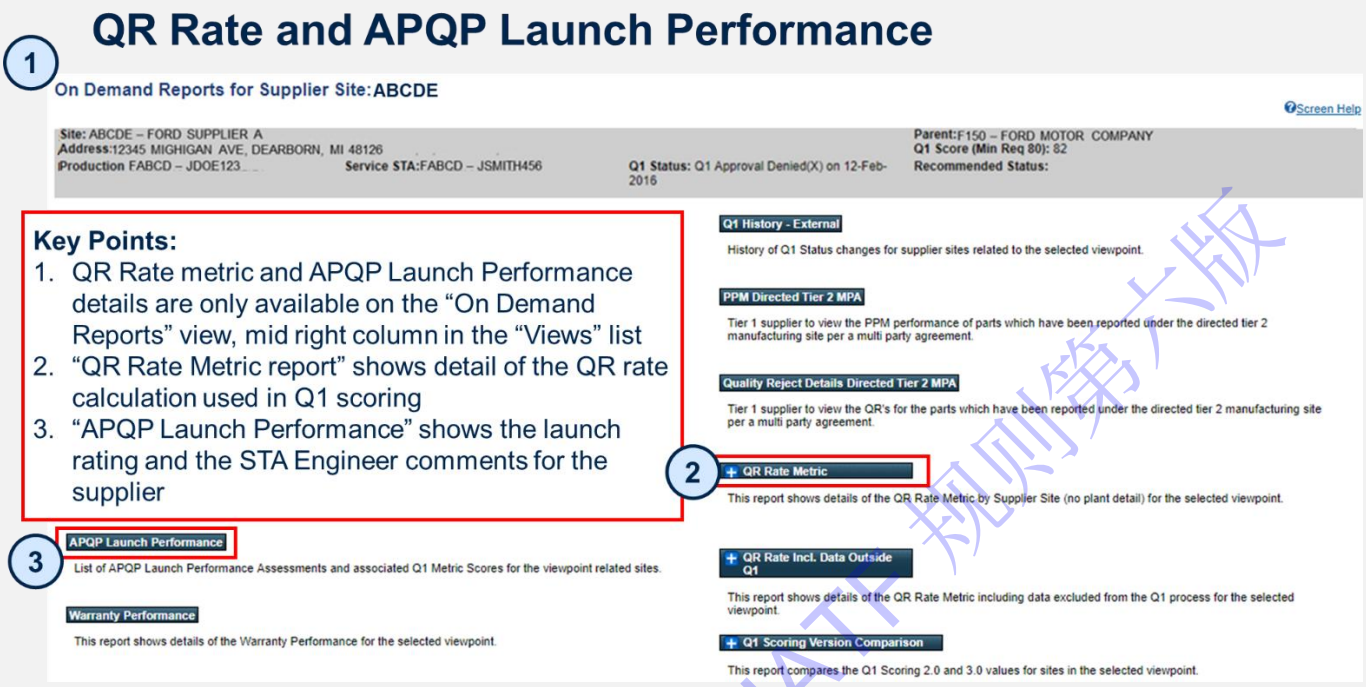
Key Points:

- 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

更新版有Q1 4.0和IATF规则第六版

QR 比率和 APQP 发布绩效总结

尽管 Q1 评分信息表上列明了 QR 比率和 APQP 启动绩效评分，但详细信息只可在“On Demand Reports”页面查看



GETRAG 合资企业

格特拉克（Getrag）--福特汽车变速箱合资企业不由福特供应商质量部管理，但仍作为供应商地点的顾客，尽管顾客本身就是 Getrag 合资企业。

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”**

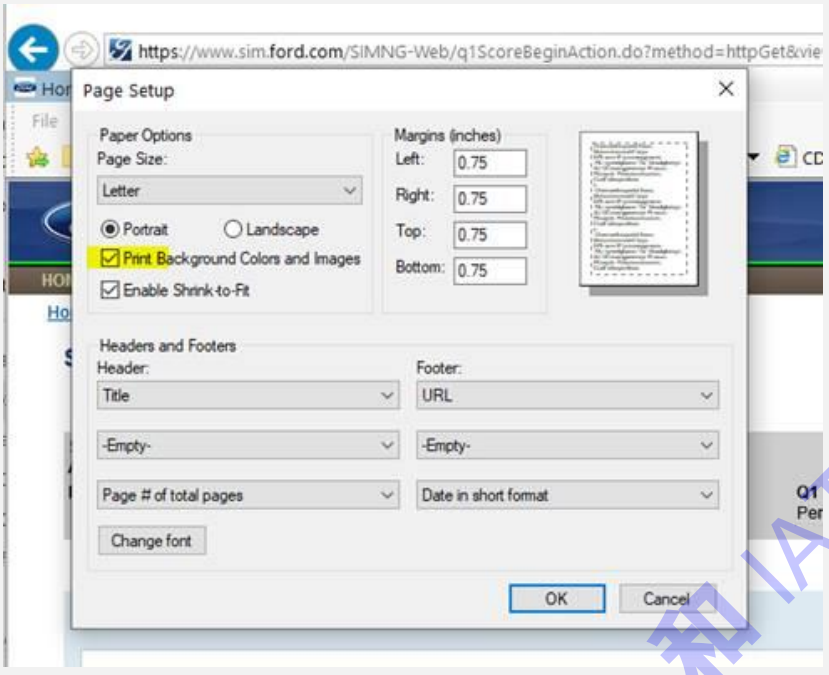
These suppliers are excluded from Q1 and are governed by the Getrag commercial contracts.

更新以符合Q1 4.0和IATF规则第六版

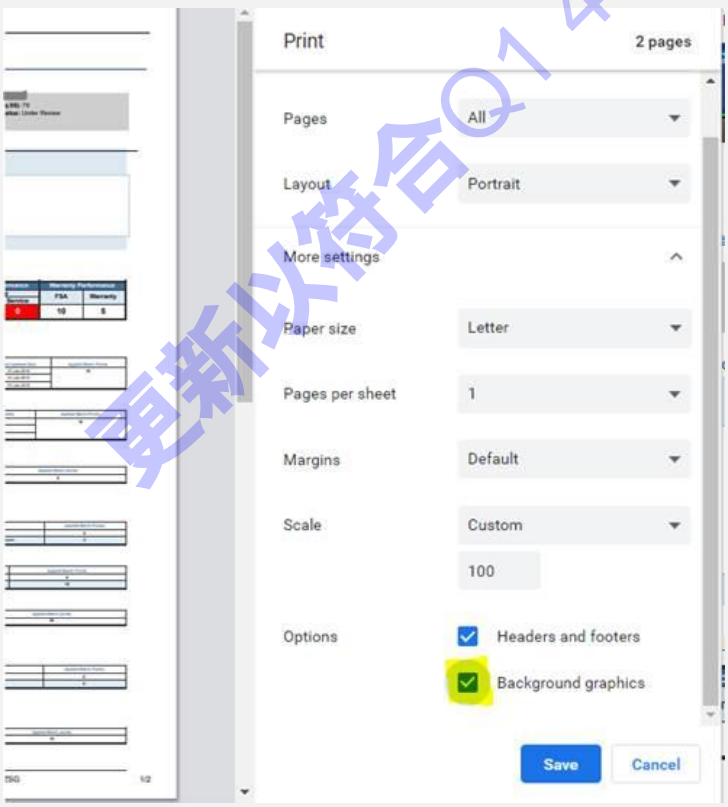
Q1 评分信息表 PDF 中颜色显示

如使用打印功能创建显示 Q1 评分信息表 PDF（显示 Q1 评分详细信息），则如未选择正确的设置，信息表的颜色编码可能会消失。

如使用微软 Internet Explorer 浏览器，则 PDF 中显示颜色的设置如下图所示。



如使用 Google Chrome 浏览器，须将其按下图所示设置。其他浏览器设置也类似。



更新以符合Q1 4.0和IATF规则第六版