



Supplier Scorecard Guide

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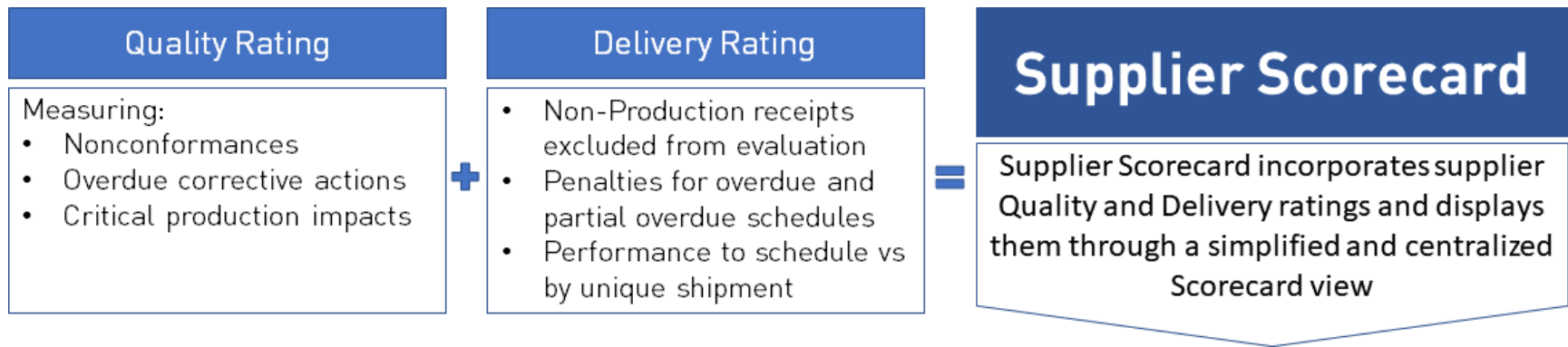
Quality and Delivery Supplier Scorecard Introduction

What is Supplier Scorecard?

- Supplier Scorecard is Lockheed Martin's enterprise supplier performance evaluation methodology. Aligning Lockheed Martin and suppliers under a standard supplier evaluation methodology with simplified, concise calculations
- Supplier Scorecard consolidates supplier Quality and Delivery ratings and displays them through a simplified and unified Scorecard view
- Supplier Scorecard replaces past supplier evaluation iterations such as "Supplier Report Card"

When will Supplier Scorecard be deployed and who will use it?

- Supplier Scorecard was deployed June 29, 2020
 - Supplier Scorecard is a supplier evaluation methodology used across all Lockheed Martin business areas
-



(Additional Quality and *Delivery* rating detail and derived calculations can be found in this guide)



Supplier Scorecard Guide

Supplier Scorecard Rating Scale

	Excellent	Approved	Conditional	Unsatisfactory
Quality	100%	95% - 99.99%	90% - 94.99%	<90%
Delivery	100% - 98%	95% - 97.99%	90% - 94.99%	<90%

(The table above outlines the quality and delivery thresholds that apply)

NOTE: Supplier Scorecard delivery ratings are not calculated for suppliers identified as Inspection Suppliers on purchase order line items. If a supplier is at times used as a PO supplier (the supplier the order is placed with) and an Inspection Supplier (manufacturer), delivery rating will only assess receipts for those purchase orders where the supplier is identified as a PO supplier. Should a supplier be found as an Inspection Supplier **only** on all purchase orders associated with them, delivery rating **is not** assessed.



Supplier Scorecard Guide

Supplier Scorecard Procedure

Lockheed Martin regularly generates Scorecard updates. These updates depict delivery and quality activity for suppliers and are based on current month, and month ending reporting periods.

- **Nightly Update:** Lockheed Martin updates the current month Scorecard rating nightly.
- **Monthly Updates:** Lockheed Martin performs monthly updates to monthly closing activity for rolling 6-month and 12-month views. You must have at least one month of data to populate a single month score.

The regularly updated information on Scorecard can be displayed in various formats and views to help your company focus on areas needing improvement, as well as the general quality of your products purchased by Lockheed Martin. Examples of how you can view Scorecard data will be shown later in this guide.

NOTE: Lockheed Martin Buyer and Quality email contact information is referenced directly within Scorecard. If you have questions about delivery or quality, please email the appropriate Lockheed Martin buyer or quality engineer.supp



Supplier Scorecard Guide

Accessing Supplier Scorecard

This section of the guide will explain how to access Supplier Scorecard as a Lockheed Martin supplier. The *LMP2P Supplier Portal* can be accessed via Exostar's *MAG Dashboard*. Click [here](#) for LMP2P portal information.

- From the LMP2P Supplier Portal, click the **Supplier Scorecard** tab

Lockheed Martin Internal Users Only:

Please follow steps outlined in the internal version of this guide. The internal Supplier Scorecard guide can be found on the LMP2P Help-Page.

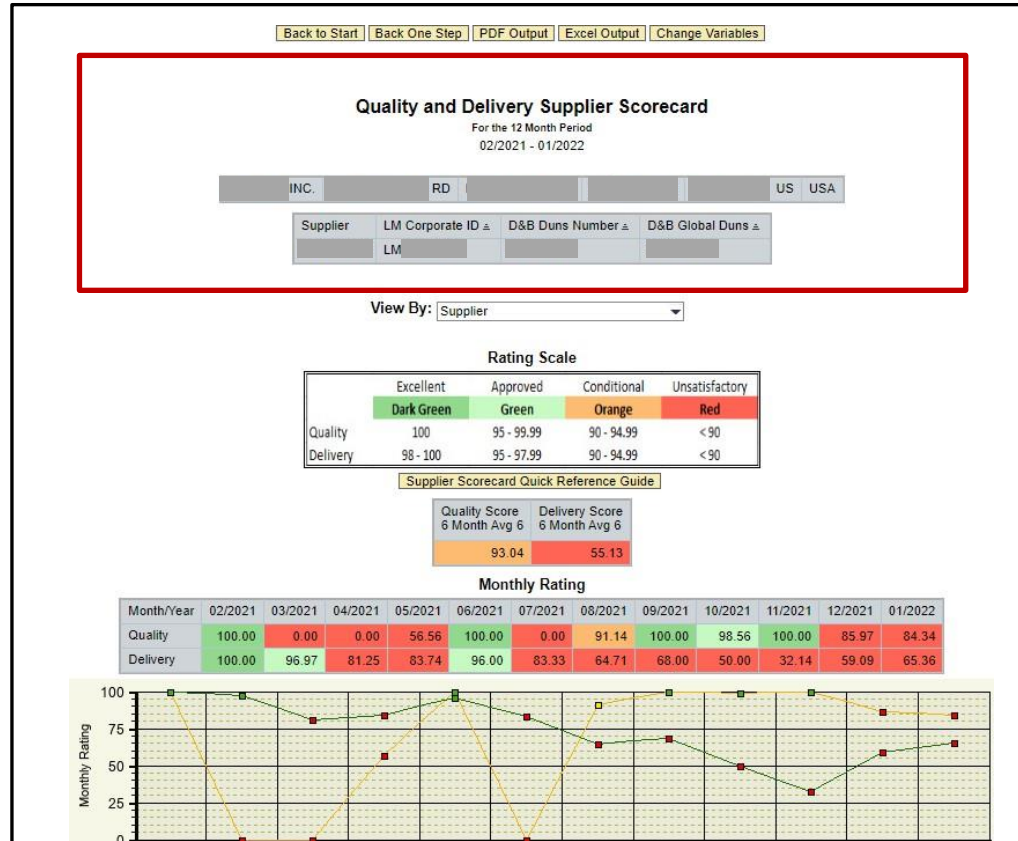




Supplier Scorecard Guide

Navigating the Supplier Scorecard: Header Information

- The Supplier Scorecard default view will display along with header information about your company



Navigating the Supplier Scorecard: Top Buttons

- There are five buttons across the top of the Scorecard
 - **Back to Start:** Will render the initial-access default display to the current month
 - **Back One Step:** Will adjust the report view back to the previous query step
 - **PDF Output:** Will output the current data displayed to PDF
 - **Excel Output:** Will output the current data displayed to Excel
 - **Change Variables:** The Variable Entry pop-up appears, allowing you to input a new *Report Date* re-executing the query and revising the Scorecard output display. See the [Change Variable](#) section for more information



The screenshot displays the 'Quality and Delivery Supplier Scorecard' interface. At the top, five navigation buttons are highlighted in a red box: 'Back to Start', 'Back One Step', 'PDF Output', 'Excel Output', and 'Change Variables'. Below these buttons, the title 'Quality and Delivery Supplier Scorecard' is shown for the 12-month period from 02/2021 to 01/2022. The interface includes filters for 'INC.' (LM Corporate ID), 'RD' (D&B Duns Number), and 'US' (D&B Global Duns). A 'View By' dropdown is set to 'Supplier'. A 'Rating Scale' table is provided, with categories: Excellent (Dark Green), Approved (Green), Conditional (Orange), and Unsatisfactory (Red). Below this is a 'Supplier Scorecard Quick Reference Guide' showing a Quality Score of 93.04 and a Delivery Score of 55.13. At the bottom, a 'Monthly Rating' table shows scores for Quality and Delivery from 02/2021 to 01/2022.

Month/Year	02/2021	03/2021	04/2021	05/2021	06/2021	07/2021	08/2021	09/2021	10/2021	11/2021	12/2021	01/2022
Quality	100.00	0.00	0.00	56.56	100.00	0.00	91.14	100.00	98.56	100.00	85.97	84.34
Delivery	100.00	96.97	81.25	83.74	96.00	83.33	64.71	68.00	50.00	32.14	59.09	65.36



Supplier Scorecard Guide

Navigating the Supplier Scorecard: Rating Scale & 6-month Averages

- The [Supplier Scorecard Rating Scale](#) is shown just underneath the header information and view change drop-down
- The Quality and Delivery 6-month averages are shown just underneath the *Rating Scale* table
 - This score is derived from a 6-month, month ending average
 - Suppliers must have at least 1-month of historical data in order to populate the 6 and 12-month rolling average graphs

[Back to Start](#) | [Back One Step](#) | [PDF Output](#) | [Excel Output](#) | [Change Variables](#)

Quality and Delivery Supplier Scorecard

For the 12 Month Period
02/2021 - 01/2022

INC. RD. US USA

Supplier: LM Corporate ID: D&B Duns Number: D&B Global Duns:

Supplier: LM

View By:

Rating Scale				
	Excellent	Approved	Conditional	Unsatisfactory
	Dark Green	Green	Orange	Red
Quality	100	95 - 99.99	90 - 94.99	< 90
Delivery	98 - 100	95 - 97.99	90 - 94.99	< 90

[Supplier Scorecard Quick Reference Guide](#)

Quality Score	Delivery Score
6 Month Avg 6	6 Month Avg 6
93.04	55.13

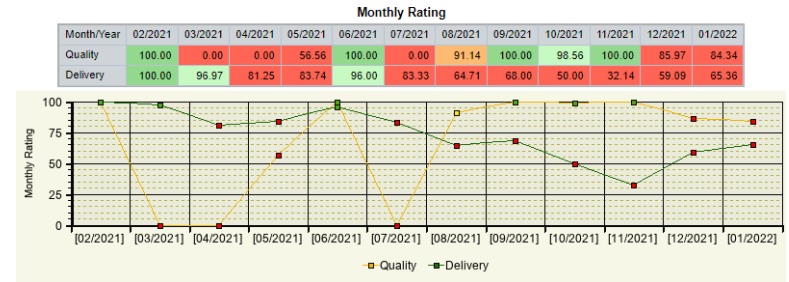
Monthly Rating												
Month/Year	02/2021	03/2021	04/2021	05/2021	06/2021	07/2021	08/2021	09/2021	10/2021	11/2021	12/2021	01/2022
Quality	100.00	0.00	0.00	56.56	100.00	0.00	91.14	100.00	98.56	100.00	85.97	84.34
Delivery	100.00	96.97	81.25	83.74	96.00	83.33	64.71	68.00	50.00	32.14	59.09	65.36



Supplier Scorecard Guide

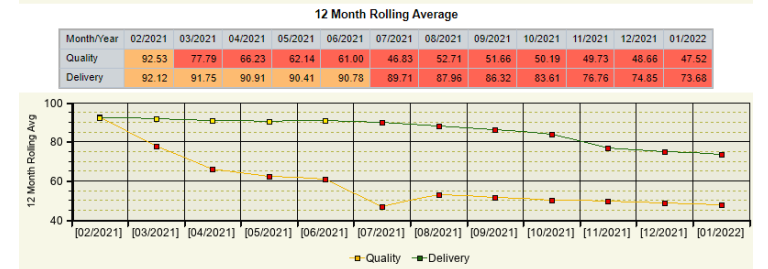
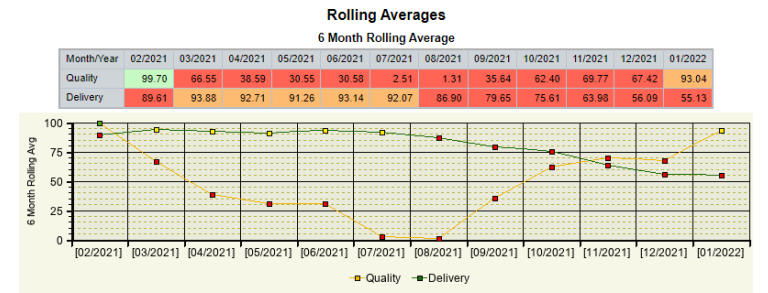
Navigating the Supplier Scorecard: Current Month Rating & Rolling Averages

- The *Monthly Rating* area will display current month Quality and Delivery score table and linear trend chart for each reporting month
 - If you do not have reporting data for one of the months in the *Monthly Rating*, it will show as a blank cell in the table. Corresponding linear graph impacts will also be rendered accordingly
 - Data for the current and prior month will be updated nightly



- The 6-month and 12-month Quality and Delivery score averages are displayed in the *Rolling Averages* area

NOTE: You must have at least 1-month of historical data in order to populate the 6 and 12-month rolling average graphs





Navigating the Supplier Scorecard: Changing Views

- You can change how the Scorecard data appears on your screen. To change from the default *Supplier* view, click the **View By** drop-down menu near the top of the Scorecard page
 - **Supplier View:** Default view displaying average Quality and Delivery ratings for supplier
 - **Controlling Area:** Displaying average Quality and Delivery ratings through filtered Lockheed Martin controlling areas (i.e. business areas)
 - **Plant / Program:** Displaying average Quality and Delivery ratings through filtered Lockheed Martin plants and program areas

The screenshot shows the 'Quality and Delivery Supplier Scorecard' interface. At the top, there are navigation buttons: 'Back to Start', 'Back One Step', 'PDF Output', 'Excel Output', and 'Change Variables'. The title is 'Quality and Delivery Supplier Scorecard' for the 12-month period from 02/2021 to 01/2022. Below the title, there are input fields for 'INC.' and 'US USA'. A table lists 'Supplier', 'LM Corporate ID', 'D&B Duns Number', and 'D&B Global Duns'. The 'View By' dropdown menu is open, showing options: 'Supplier', 'Supplier', 'Controlling Area', and 'Plant / Program'. Below this is a table with columns: Excellent (Dark Green), Approved (Green), Conditional (Orange), and Unsatisfactory (Red). The rows are 'Quality' and 'Delivery'. At the bottom, there is a 'Supplier Scorecard Quick Reference Guide' table.

	Excellent Dark Green	Approved Green	Conditional Orange	Unsatisfactory Red
Quality	100	95 - 99.99	90 - 94.99	< 90
Delivery	98 - 100	95 - 97.99	90 - 94.99	< 90

Supplier Scorecard Quick Reference Guide	
Quality Score 6 Month Avg 6	Delivery Score 6 Month Avg 6
93.04	55.13



Supplier Scorecard Guide

Navigating the Supplier Scorecard: Filtering

In this example, the Plant / Program view is selected.

- You can press **Control key + mouse left-click** to select, deselect or select more than one item from the filter lists
- Click the **Apply** button to the right of the filter options to apply your selections.

NOTE: *Show All Values* is automatically selected at default. You should deselect it if filtering with other values.

The screenshot shows the 'Quality and Delivery Supplier Scorecard' interface. At the top, there are navigation buttons: 'Back to Start', 'Back One Step', 'PDF Output', 'Excel Output', and 'Change Variables'. The title is 'Quality and Delivery Supplier Scorecard' for the 12 Month Period ending 02/2021 - 01/2022. Below the title are dropdown menus for 'INC.' (set to USA) and 'Supplier' (set to LM Corporation). There are also dropdowns for 'ID', 'D&B Duns Number', 'D&B Code', and 'Global Duns'. The 'View By:' dropdown is set to 'Plant / Program'. Below this are two filter lists: 'Plant' and 'Program', each with an 'Apply' button. The 'Plant' list includes 'Show All Values', 'Clearwater 65E', 'Dallas DAL', 'Denver DEN', 'Depot Moorest', 'Depot Syracuse', and 'Kennedy Space'. The 'Program' list includes 'Show All Values', 'Not assigned', '0022104897', '0022104903', 'AEGIS Multi-', 'AEGIS PBL M', and 'AHE Multi Ye'. Below the filter lists is a 'Rating Scale' table. At the bottom, there is a 'Supplier Scorecard Quick Reference Guide' and a table showing scores for Quality and Delivery.

	Excellent	Approved	Conditional	Unsatisfactory
	Dark Green	Green	Orange	Red
Quality	100	95 - 99.99	90 - 94.99	< 90
Delivery	98 - 100	95 - 97.99	90 - 94.99	< 90

Plant	Program	Quality Score 6 Month Avg	Delivery Score 6 Month Avg
		100.00	100.00
		100.00	
		100.00	64.00



Supplier Scorecard Guide

Supplier Scorecard: Supplier Quality Rating: Quality and Delivery Attribute Tables

Scrolling further down the Supplier Scorecard will display the raw Quality and Delivery attributes and information.

Calculations and formulas are shown later in this guide:

- [Quality Rating Attributes](#)
 - [Nonconformances](#)
 - [Overdue Supplier Corrective Action Requests](#)
 - [Critical Production Impact Corrective Action Requests](#)
- [Delivery Rating Attributes](#)
 - Delivery Receipts (Ontime/Late/Partial)
 - Late Delivery Receipts (Not Yet Received by Lockheed Martin)

Scorecard uses the information in these tables to calculate scorecard averages and ratings.

FEB 2021 MAR 2021 APR 2021 MAY 2021 JUN 2021 JUL 2021 AUG 2021 SEP 2021 OCT 2021 NOV 2021 DEC 2021 JAN 2022														
→ Quality → Delivery														
Quality Rating Attributes														
Nonconformances: Excel														
Nonconformance #	Item	Issue Date	Completion Date	Coordinator	Email	PO Number	PO Line Item	Program	Plant	Material	Defect Short Text	Lo	Rs	Su
1		01/03/2022	01/04/2022				5			C				
1		12/20/2021	01/13/2022			#	0			F				
1		12/20/2021	01/13/2022			#	0			F				
Overall Result														
Delivery Receipts: Excel														
Vendor	Total Parts Received	Delivery Factor (delivered qty * yf)	Overall Results											
	37,843.00	0.008415000	319.29											
Overall Result	37,843.00	0.008415000	319.29											
Overdue Supplier Corrective Action Requests: Excel														
No Data Available														
⚠ Could not find any data to display. This might be due to the current selection of variable or filter values														
Critical Production Impact Supplier Corrective Action Requests: Excel														
No Data Available														
⚠ Could not find any data to display. This might be due to the current selection of variable or filter values														
Delivery Rating Attributes														
Delivery Receipts (Ontime/Late/Partial): Excel														
Purchasing document	Item	Schedule Line	LM Buyer	E-Mail Address	Material	Material Document	Program	Plant	Goods Receipt Date	Statistics date				
9	1								04/14/2021	01/07/2022				
									10/29/2021	01/07/2022				
									11/09/2021	01/07/2022				
									11/10/2021	01/07/2022				
									12/07/2021	01/07/2022				
									09/09/2021	01/07/2022				
									09/19/2021	01/07/2022				
									10/29/2021	01/07/2022				
									11/09/2021	01/07/2022				
									11/10/2021	01/07/2022				
									11/23/2021	01/07/2022				
									12/09/2021	01/07/2022				



Supplier Scorecard Guide

Supplier Scorecard: Supplier Quality Rating: Quality and Delivery Attribute Tables, continued

All data segments found in the Quality and Delivery attributes tables can be exported to Excel.

- You can click the **Excel** buttons next to the data sets to export the data on your local machine

FEB 2021 MAR 2021 APR 2021 MAY 2021 JUN 2021 JUL 2021 AUG 2021 SEP 2021 OCT 2021 NOV 2021 DEC 2021 JAN 2022

← Quality → Delivery

Quality Rating Attributes

Nonconformances: Excel

Nonconformance #	Item	Issue Date	Completion Date	Coordinator	Email	PO Number	PO Line Item	Program	Plant	Material	Defect Short Text	Li
1		01/03/2022	01/04/2022				5		C		1	Rs
1		12/20/2021	01/13/2022				0		F		1	Rs
1		12/20/2021	01/13/2022				0		F		1	Rs

Overall Result

Delivery Receipts Excel

Vendor	Total Parts Received	Delivery Factor (delivered qty %)	Overall Results
	37,943.00	0.008415000	319.29
Overall Result	37,943.00	0.008415000	319.29

Overdue Supplier Corrective Action Request: Excel

No Data Available

ⓘ Could not find any data to display. This might be due to the current selection of variable or filter values

Critical Production Impact Supplier Corrective Action Request: Excel

No Data Available

ⓘ Could not find any data to display. This might be due to the current selection of variable or filter values

Delivery Rating Attributes

Delivery Receipts (OnTime/Late/Parts): Excel

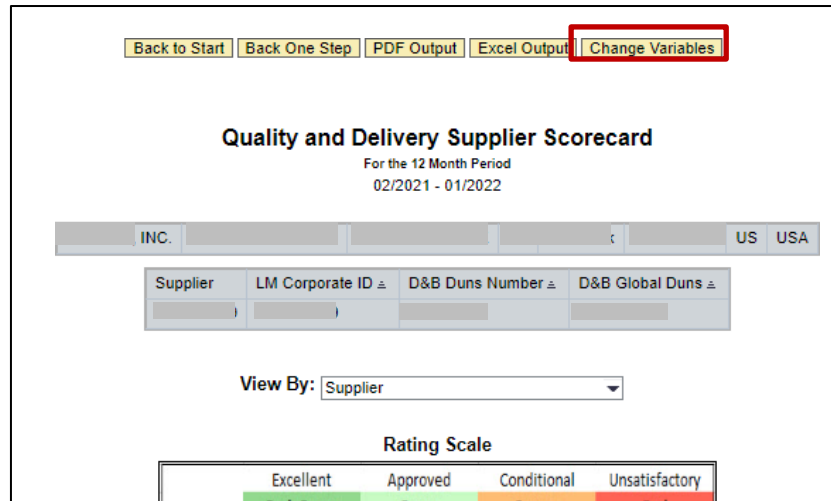
Purchasing document	Item	Schedule Line	LM Buyer	E-Mail Address	Material	Material Document	Program	Plant	Goods Receipt Date	Statistics date
0	1							C	04/14/2021	01/07/2022
								C	10/29/2021	01/07/2022
								C	11/09/2021	01/07/2022
								C	11/16/2021	01/07/2022
								C	12/27/2021	01/07/2022
								C	09/09/2021	01/07/2022
10	1							C	09/10/2021	01/07/2022
								C	10/25/2021	01/07/2022
								C	11/09/2021	01/07/2022
								C	11/10/2021	01/07/2022
								C	11/23/2021	01/07/2022
								C	12/09/2021	01/07/2022

Supplier Scorecard: Change Variable

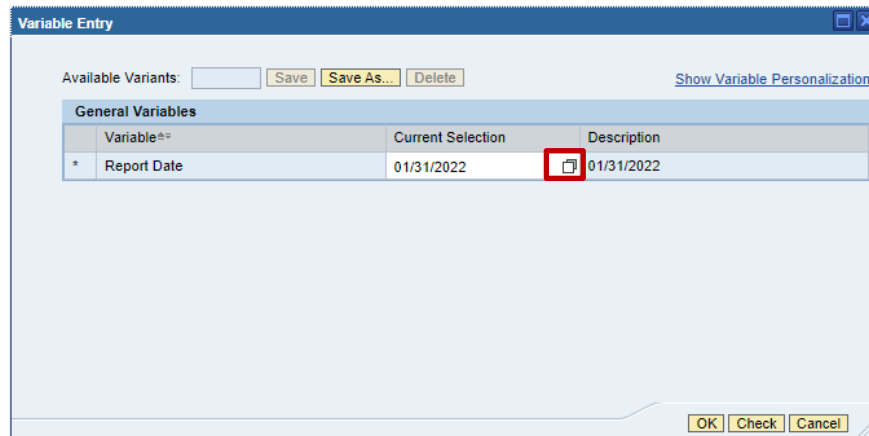
At default, Scorecard visually queries and displays the current months data. You can use the *Change Variable* feature to adjust date parameters and query for previous months of Scorecard attribute data.

This may be valuable to suppliers who would like to see populated Supplier Scorecard data outside of the current or default reporting period.

- Click the **Change Variables** button



- Click the **White Box** icon near the *Report Date* field



Supplier Scorecard: Change Variable, continued

- Use the date wizard to select a new Report Date, then click the **OK** button

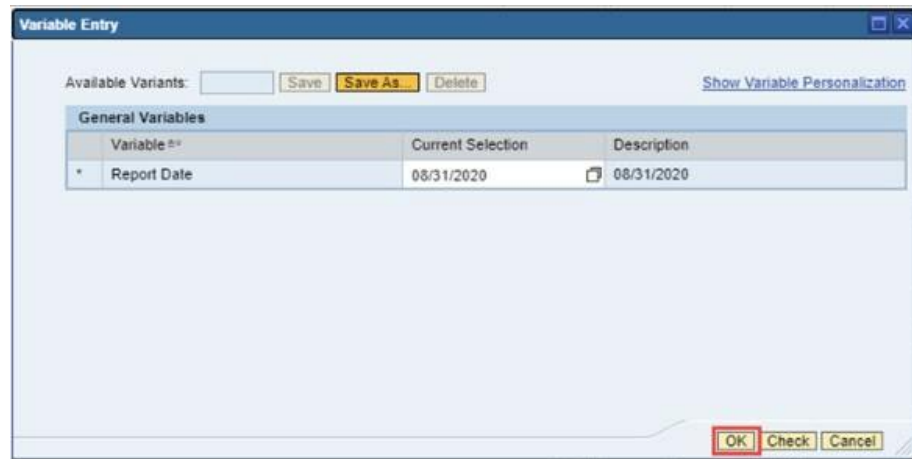
IMPORTANT NOTE:

If you wish to see a previous months reporting data, please enter the last calendar date of the month prior to it.

For example, if you wish to see the month of September 2020, you would enter August 31st , 2020 (8/31/2020).



- Click **OK**





Supplier Scorecard Guide

Supplier Scorecard: Change Variable, continued

The Supplier Scorecard will re-execute the query based on the entered Report Date. Visual charts and data attributes will reflect this change.

NOTE: You can refresh the session, or manually adjust again to change scorecard back to the default (current) reporting period.



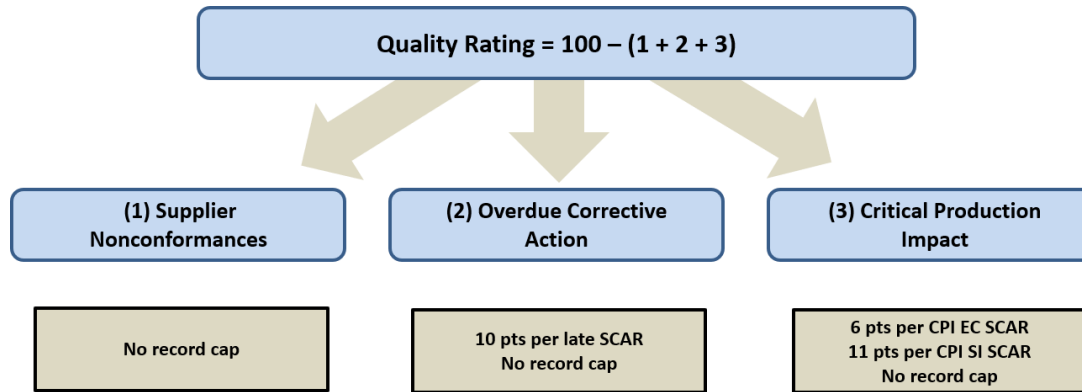
Supplier Scorecard Guide

Quality Rating: Introduction

This section of the guide explains the Quality Rating formula used by the Lockheed Martin.

- This rating formula is used for all Lockheed Martin business units and for all suppliers that provide production/inspectable material
-

Quality Rating Formula



$$100 - \left(\frac{\sum(Du * Lwf)}{(Tpr * Vf)} * 100 + MIN(100, \sum Ls) + MIN(100, (\sum Ec + \sum Si)) \right)$$

The Supplier Quality Score equals the most recent 6-month average of all monthly raw scores.

NOTE: “No record cap” indicates that there is not a limit on the number of points that can be decremented from the score.



Quality Rating Average Formula

Quality Rating Average

$$100 - (SN + OCA + CPI)$$

Supplier Nonconformance (SN)

$$\text{Numerator} \div \text{Denominator} * 100$$

SN Numerator:

$$M1 (Du * Lwf) + M2 (Du * Lwf) + M3 (Du * Lwf) + M4 (Du * Lwf) + M5 (Du * Lwf) + M6 (Du * Lwf)$$

SN Denominator:

$$M1 (Tpr * Vf) + M2 (Tpr * Vf) + M3 (Tpr * Vf) + M4 (Tpr * Vf) + M5 (Tpr * Vf) + M6 (Tpr * Vf)$$

Overdue Corrective Action (OCA) and Critical Production Impact Calculations (CPI)

Sample Calculation: $((16+16+16+6+10+10) \div 6) = 12.33$

**Assesses averages across all target months*

- 9/2020 – Overdue SCAR 1122, CPI EC SCAR 555 (16)
- 8/2020 – Overdue SCAR 1122, CPI EC SCAR 555 (16)
- 7/2020 – Overdue SCAR 1122, CPI EC SCAR 555 (16)
- 6/2020 – CPI EC SCAR 555 (6)
- 5/2020 – Overdue SCAR 334 (10)
- 4/2020 – Overdue SCAR 334 (10)

Key Log:
Du- Defect Unit
Lwf- Location weight factor values
Tpr- Total Parts received
Vf- Volume factor table



Supplier Scorecard Guide

Quality Rating Formula: Quality Rating Scale

	Excellent	Approved	Conditional	Unsatisfactory
Quality	100	95-99.99	90-94.99	<90

To receive a rating of excellent, a score of 100% must be maintained.



Nonconformance Formula

Nonconformance Formula

$$\text{Nonconformance Formula Composition} = \frac{\sum(Du * Lwf)}{(Tpr * Vf)} * 100$$

Classified as Supplier Responsible Defects, this calculation considers the current month of Supplier Responsible defects. It calculates impact based on the location weight factor applied on nonconformance records and only considers closed/completed Supplier Responsible Defects. Based on the total pieces received in the past 12 months, this calculation also normalizes the collective pieces received from all goods receipts through use of the volume factor calculation.

- 100 maximum points can be deducted from a vendor’s quality rating
- The “Du” (Defective Units) in the formula is equal to the number of nonconformance record supplier responsible pieces
- The “Lwf” in the formula is equal to the nonconformance record(s) location weight factor values
- The “Tpr” (Total Parts Received) in the formula is equal to the total number of goods receipt record pieces received
 - Only “inspectable” receipts will be assessed in Tpr (PR line items associated with ZQUAL records)
- The “Vf” in the formula is equal to the range value included in the volume factor table
- All supplier responsible nonconformance records, including those identified as Customer Escapes, are candidates for this calculation
- If a nonconformance record maintains multiple defect record items, the system will utilize the most severe location weight factor for the calculation
- The system leverages use of the nonconformance record completion date (disposition date) to determine whether a nonconformance record is calculated for the current month



Supplier Scorecard Guide

Nonconformance Formula: Volume Factor Range Table

Volume Factor		
Qty Range (Between)		Multiply Pieces Received Qty by:
1	9	1.000
10	99	0.800
100	999	0.400
1000	9999	0.400
10000	99999	0.400
100000	999999	0.100
1000000	99999999	0.050

Used within the denominator calculation of the Nonconformance Formula, the above shown Volume Factor range table has been incorporated in the rating formula to help normalize the ratio of goods receipt quantities used within this calculation.



Supplier Scorecard Guide

Nonconformance Formula: Location Weight Factors

Location Weight Factor (Wf)	
Defect Location	Wf
Supplier Discovered Defect	0.5
Documentation Defect	0.5
Source Acceptance Defect	4
Receiving Defect	4
Receiving Inspection Defect	4
First Article Acceptance Defect	4
Audit/Survey Finding	4
Manufacturing Floor Defect	6
Testing Discovered	8
Customer Escape	10
Mfg Floor Defect After Install – Delivery	6

The nonconformance record weight factors apply a lower impact when defect record findings are found early in the supply chain process (i.e. Supplier Discovered Defect) versus a higher impact when defect record findings are found late in the process or even post-delivery (i.e. Customer Escapes).



Overdue Corrective Action Responsiveness

$$\text{Corrective Action Responsiveness} = \text{MIN} (100, \sum Ls)$$

Classified as Corrective Action Responsiveness, this calculation considers the past 12 months of supplier responsible corrective action requests (SCARs) and assesses all location weight factors except those identified as Customer Escapes. It only considers overdue SCARs where the Required End Date has been exceeded and SCARs that are overdue and have been closed as Supplier did not Respond.

- 10 points will be deducted from a vendor’s quality rating for each record found in this calculation with a 100 point no-cap maximum
 - The system shall restore 10 points per record when a late SCAR has been closed or the Required End date has been extended
 - The “Ls” in the formula is equal to the total number of late SCARs
 - If an issued SCAR exceeds the Required End date (considered overdue), a 10-point penalty will be issued
 - If a supplier response is not received for an issued SCAR, a 10-point penalty will be issued
 - Customer Escape SCARs are excluded from this formula
-



Supplier Scorecard Guide

Critical Production Impact

$$\text{Critical Production Impact} = \text{MIN}(100, (\sum Ec + \sum Si))$$

Classified as Critical Production Impact, this calculation considers SCAR which maintain either an Escalating Concern or Severe Impact classification. 6 points will be deducted for each SCAR classified as Escalating Concern and 11 points will be deducted for each SCAR classified as Severe Impact. Closed SCARs maintaining either classification will be excluded from penalty.

- 100 max points can be deducted from a vendor's quality rating for this calculation with no per record cap
- The "Ec" in the formula is equal to 6 points per SCAR classified as Escalating Concern
- The "Si" in the formula is equal to 11 points per SCAR classified as Severe Impact
- Location weight factors are not considered for this calculation

All issued SCARs, regardless of age or status (less those marked as closed), are evaluated for penalty impact. SCARs closed as SCAR Closed No Response are included in the rating



Delivery Rating Introduction

Scope and Impact:

- The delivery rating period of performance is a monthly assessment
 - Promotes a quicker rating recovery as compared to the legacy/heritage 12 month assessment
 - Monthly delivery rating “boundaries” determine when goods receipt shipment quantities will be assessed
 - PO line item schedule dates determine the month in which goods receipt shipment quantities (or lack thereof) are assessed
 - Goods receipt shipment quantities posted earlier than the PO line item schedule month they’re due in will Not be assessed until explicit day of the PO line item schedule date has been realized
 - PO line item schedules which maintain late-month dates – specifically where the 7-day grace period extends into the following month – will invoke retroactive, prior-month rating updates (positive or negative) if goods receipt shipment quantities are posted after the PO line item schedule date/month boundary has been exceeded
 - The Supplier Scorecard renders the monthly rating linear graph to represent the monthly trend assessment and also limits the display of good receipt shipment records to those which fall within the monthly boundary
 - Goods receipt quantities posted against Production orders, (those which maintain quality flow downs) are assessed against PO vendors
 - A 7-day receipt-to-schedule date grace period is provided
 - Overdue and partially overdue PO item schedule quantities are assessed against PO vendors after the 7-day grace period has been exceeded
 - A PO line item schedule represents a single “Lot” opportunity (referred to as the “Possible Factor”)
-



Delivery Rating Introduction, continued

Delivery Rating Assessment:

- Goods receipt quantities are spread across available PO item schedule quantities where an On Time or Late determination is made;
 - **On Time Lot Count:** Credit is given when goods receipt quantities are determined to be On Time for the PO item schedule(s) they're assessed against. If goods receipt quantities comprise only a portion of the PO item schedule quantity, then partial credit is given
 - **Total Lot Count:** The Total Lot Count value is increased by the aforementioned goods receipt-to-PO line item schedule quantity in order to account for the "Possible Factor". However, On Time Lot Count credit will NOT be given (value remains at zero) when goods receipt quantities are determined to be Late for the PO item schedule(s) quantities they're assessed against
 - **Overdue Quantities:** On Time Lot Count credit will NOT be given (value remains at zero) where the unaccounted balance of PO line item schedule quantities is determined to be Late. In such cases, the Total Lot Count is increased by 1 Lot for each fully overdue PO item schedule in order to account for "possible points"
 - **Note:** On Time and Total Lot Count values will be expressed as either whole numbers or as decimals
 - The ratio of Lots On Time to Total Lots received then determines a vendor's delivery rating raw score (i.e. 1.3 Lots On Time / 5 Total Lot Count = 26%)
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Delivery Rating Formula: Delivery Rating Logic Examples

Example 1

PO line item contains 1 schedule for 100 pieces with 1 receipt posted On Time;

- Receipt #1 posted for 25 pieces (On Time) – On Time Count: .25 / Total Lot Count .25

Sum Total for PO line item – On Time Count: .25 / Total Lot Count .25 / Delivery rating: 100%

Example 2

PO line item contains 1 schedule for 100 pieces with 1 receipt On Time and 1 receipt Late;

- Receipt #1 posted for 15 pieces (On Time) – On Time Count .15 / Total Lot Count .15
- Receipt #2 posted for 85 pieces (Late) – On Time Count: 0 / Total Lot Count .85

Sum Total for PO line item – On Time Count: .15 / Total Lot Count 1 / Delivery rating: 15%

Example 3

PO line item contains 1 schedule for 100 pieces with 1 receipt On Time, 1 receipt Late, and the balance of PO line item schedule quantities have exceeded the 7-day grace period and are considered Late;

- Receipt #1 for 36 pieces (On Time) – On Time Count: .36 / Total Lot Count .36
- Receipt #2 for 19 pieces (Late) – On Time Count: 0 / Total Lot Count .19
- Balance of PO line item schedule pieces (Late) – On Time Count: 0 / Total Lot Count .45

Sum Total for PO line item – On Time Count: .36 / Total Lot Count 1 / Delivery rating: 36%



Supplier Scorecard Guide

Frequently Asked Questions

I cannot access my EXOSTAR account. What do I do?

Contact the EXOSTAR help line at 703-793-7800 or <https://my.exostar.com/display/TE/Support>

What are the two ratings shown at the start of the Scorecard?

6-month averages of both the Quality and Delivery rating are shown just underneath the Rating Scale table.

How is the Quality Rating calculated?

Please reference the [Quality Rating](#) section of this guide

How is the Delivery Rating calculated?

Please reference the [Delivery Rating](#) section of this guide

How do I obtain LM assistance for problem solving or process improvement?

Contact the Buyer Listed on the purchase order. The Buyer will coordinate any required internal LM resource needs.