



SRS | Supplier Training

Supplier Rating System Launch Team

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#SRS



Agenda

- What is Changing and Why
- How does it work
 - Navigation
 - New Rosetta Layout
 - Voice of Customer
 - Action Plans
 - Metrics
- Next steps
 - Access
 - Loading actions
 - What to do if the data is wrong

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#SRS



Upcoming Changes to the Supplier Rating System (SRS)

Why are we making the changes?

Simplify

- More intuitive and visual
- The score has fewer metrics that are easier to influence
- Eliminating password requirements to access the manual

Drive Behaviors

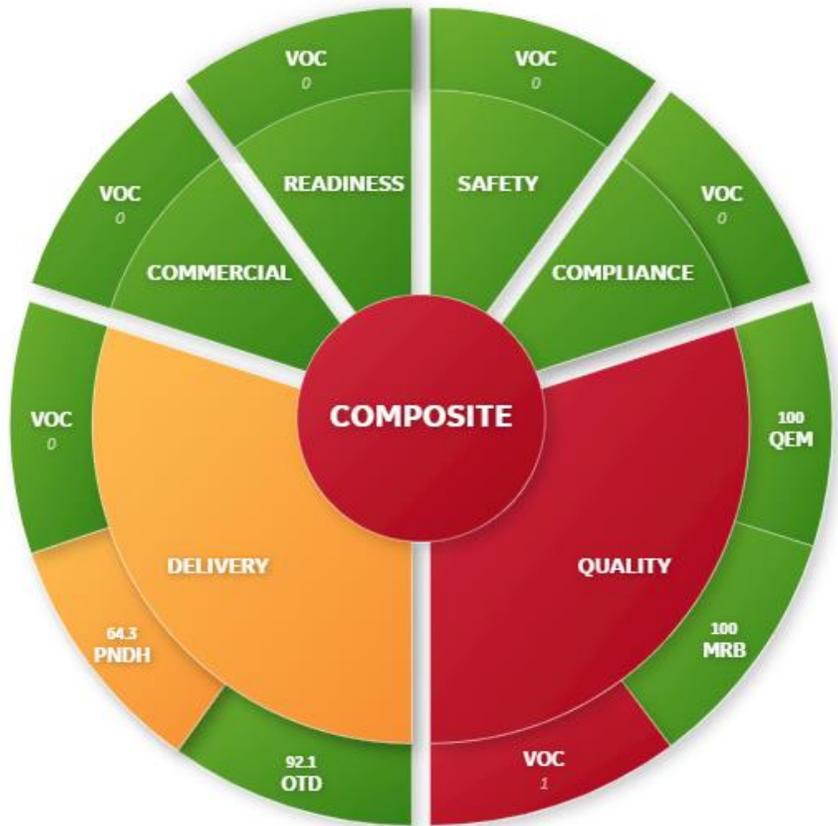
- Clear understanding of what is needed to improve ratings
- Improve transparency of actions agreed to and needed

What is happening?

GE's Supplier Rating System launched **March 8th**

The SEPM Manual has been updated and moved to the “**Doing Business with Aviation**” website

Supplier training will be offered following launch (March 9-19)



Composite rating measures 6 key areas



SEPM Manual

The screenshot displays the GE Aviation website's 'Doing Business With Aviation' page. The main content area is titled 'Supplier Expectations and Performance Management' and includes a red arrow pointing to it. The page is structured as follows:

- Header:** GE Aviation logo, 'CUSTOMER LOGIN', and a search bar.
- Navigation:** COMMERCIAL, MILITARY, B&G, DIGITAL, MARINE, COMPANY, CAREERS, PRESS, BLOG, CUSTOMER SUPPORT.
- Main Content:**
 - Doing Business With Aviation:** A section with a sub-header and introductory text.
 - Terms & Conditions:** A section with a sub-header and four icons representing different terms: C64 (US sales), I64 (non-US sales), GO64 (Global Ops Indirect), and GO64 UK (Global Ops UK Indirect). Below this is a list of 'Documents Referenced in Terms & Conditions' including US Government FAR/DCARS, UK Government & UK MOD, and an Integrity Guide.
 - Supplier Expectations and Performance Management:** A section with a sub-header and a red arrow pointing to it. It includes a brief description and a link to the 'Supplier Expectations and Performance Management' document.
 - Helpful Links:** A section with a sub-header and a list of links including 'Approvals: Site Specific Maintenance Organisation Certificates', 'Supplier Diversity / Small Business Program', and 'GT2086-07 - Shipping Standard Request for use by Tooling Suppliers only'.
- Right Sidebar:**
 - Related Items:** A section with a sub-header and a link to the 'Supply Chain Webcenter'.
 - Integrity Guide:** A section with a sub-header and a link to the 'Integrity Guide'.
 - Interested in being a supplier to GE Aviation?:** A section with a sub-header and a link for more information.
 - GE Aviation's Commitment to Compliance:** A section with a sub-header and a link to read more.



Feedback Drove Quality Scorecard Improvements

Legacy Scorecard

Year	
Date	07/1
Part I Metrics	Us
QEM	Ba
CQE	Ba
Assembly	Ex
IncCID	Us
MRB	Us
Part II Evaluation	Ba
Overall Rating	Us

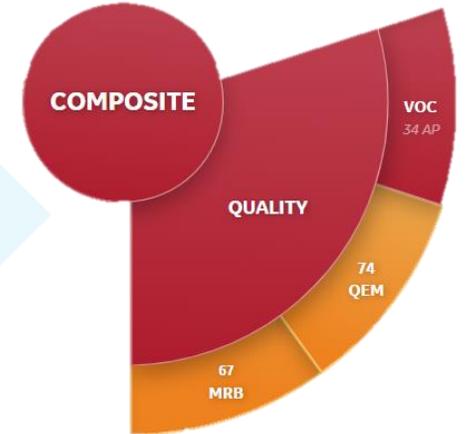
From...

- 5 metrics (No linked plan)
- 14 PQE Manual inputs, every 90 days
- Comments rather than actions

To...

- 2 Metrics + VOC Action Plan
- 4 Manual updates when necessary
- Actions instead of comments
- Specific behavior changes

Simplified Scorecard



QEM

The QEM metric is calculated using the DPMO (Defects per Million Opportunities) and converted to a score from 0 – 100. Calculations use data from the previous 12 months.

$$(\text{NC pieces} / \text{total pieces produced}) * 1,000,000 = \text{DPMO}$$

$$\text{QEM score} = -0.0251337 * \text{LN}(\text{DPMO})^3 - 0.0563235 * \text{LN}(\text{DPMO})^2 - 1.88625 * \text{LN}(\text{DPMO}) + 101.656$$

MRB

The MRB metric is calculated using DPMO and converted to a score from 0 – 100. Calculations use data from the previous 12 months.

$$(\text{NC pieces} / \text{total pieces produced}) * 1,000,000 = \text{DPMO}$$

$$\text{MRB score} = -0.0251337 * \text{LN}(\text{DPMO})^3 - 0.0563235 * \text{LN}(\text{DPMO})^2 - 1.88625 * \text{LN}(\text{DPMO}) + 101.656$$

Color Thresholds

	QEM score >= 94	DPMO < 27
	34 < QEM score < 94	DPMO < 100,914
	QEM score <= 34	DPMO > 100,914

	MRB score >= 94	DPMO < 27
	34 < MRB score < 94	DPMO < 100,914
	MRB score <= 34	DPMO > 100,914



Feedback Drove Delivery Scorecard Improvements

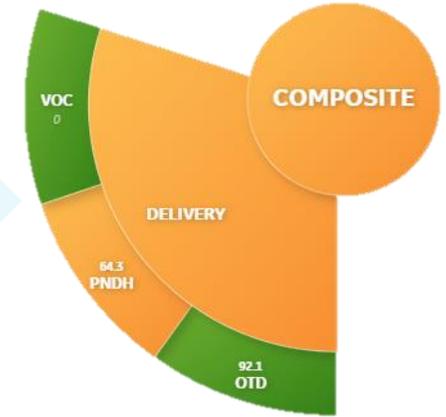
Legacy Scorecard

Simplified Scorecard



- From...**
- 6 metrics (No linked plan)
 - 4 Manual inputs, every month
 - Comments rather than actions

- To...**
- 2 Metrics + VOC Action Plan
 - 4 Manual updates when necessary
 - Actions instead of comments
 - Specific behavior changes



OTD

The OTD metric is driven from the Adjusted score, which is not inclusive of compression within lead time.

$$\text{OTD} = (\# \text{ of pieces received on time}) / (\# \text{ of pieces required})$$

Color Thresholds

	OTD >= 90%
	20% <= OTD < 90%; or OTD < 20% & Span <= 60 days
	OTD < 20% & Span > 60 days

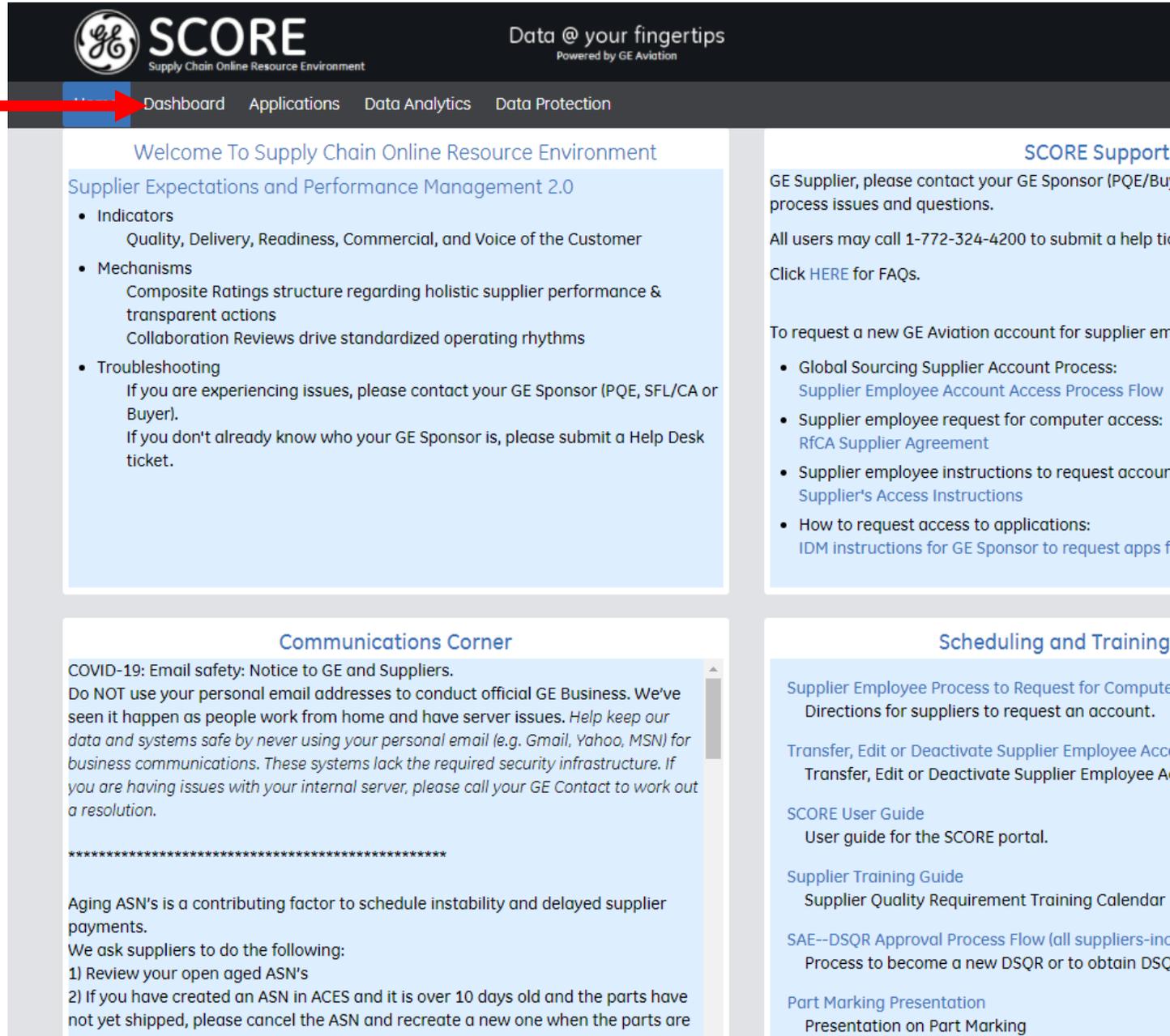
PNDH

Part Number Delivery Health measures the percentage of part numbers that are on-time, over a rolling 26-week period.

$$\text{PNDH} = (\# \text{ of active part numbers that have no delinquent schedules}) / (\# \text{ of active part numbers})$$

	PNDH >= 90%
	PNDH < 90%
	N/A





SCORE
Supply Chain Online Resource Environment

Data @ your fingertips
Powered by GE Aviation

Home Dashboard Applications Data Analytics Data Protection

Welcome To Supply Chain Online Resource Environment

Supplier Expectations and Performance Management 2.0

- Indicators
Quality, Delivery, Readiness, Commercial, and Voice of the Customer
- Mechanisms
Composite Ratings structure regarding holistic supplier performance & transparent actions
Collaboration Reviews drive standardized operating rhythms
- Troubleshooting
If you are experiencing issues, please contact your GE Sponsor (PQE, SFL/CA or Buyer).
If you don't already know who your GE Sponsor is, please submit a Help Desk ticket.

SCORE Support

GE Supplier, please contact your GE Sponsor (PQE/Buyer) for process issues and questions.

All users may call 1-772-324-4200 to submit a help ticket.

Click [HERE](#) for FAQs.

To request a new GE Aviation account for supplier employees:

- Global Sourcing Supplier Account Process:
[Supplier Employee Account Access Process Flow](#)
- Supplier employee request for computer access:
[RfCA Supplier Agreement](#)
- Supplier employee instructions to request account access:
[Supplier's Access Instructions](#)
- How to request access to applications:
[IDM instructions for GE Sponsor to request apps for suppliers](#)

Communications Corner

COVID-19: Email safety: Notice to GE and Suppliers.
Do NOT use your personal email addresses to conduct official GE Business. We've seen it happen as people work from home and have server issues. *Help keep our data and systems safe by never using your personal email (e.g. Gmail, Yahoo, MSN) for business communications. These systems lack the required security infrastructure. If you are having issues with your internal server, please call your GE Contact to work out a resolution.*

Aging ASN's is a contributing factor to schedule instability and delayed supplier payments.
We ask suppliers to do the following:
1) Review your open aged ASN's
2) If you have created an ASN in ACES and it is over 10 days old and the parts have not yet shipped, please cancel the ASN and recreate a new one when the parts are ready to ship.

Scheduling and Training Management

[Supplier Employee Process to Request for Computer Access](#)
Directions for suppliers to request an account.

[Transfer, Edit or Deactivate Supplier Employee Account](#)
Transfer, Edit or Deactivate Supplier Employee Account

[SCORE User Guide](#)
User guide for the SCORE portal.

[Supplier Training Guide](#)
Supplier Quality Requirement Training Calendar

[SAE--DSQR Approval Process Flow \(all suppliers-including\)](#)
Process to become a new DSQR or to obtain DSQR

[Part Marking Presentation](#)
Presentation on Part Marking



All Suppliers / My Suppliers Tabs

All Suppliers My Suppliers

Type name or supplier code:
Search

Sort by:
Supplier Code ↑

Supplier XYZ

01234



Supplier ABC

98765



All Suppliers My Suppliers

My List

Type name or supplier code:
Search

Sort by:
Select One

Supplier XYZ

01234



Supplier ABC

98765



Supplier Rosetta

Scorecard

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Mitchell, Pete

Trend

Profile Details

Action Plans



Data Definition: Composite Rating
Data Definition: VOC



Action Plans

Scorecard > Action Plans > Quality

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Kazansky, Tom

Trend

Profile Details

QUALITY DELIVERY READINESS COMMERCIAL COMPLIANCE SAFETY

Data Definition: VOC



TOTAL CLOSED OPEN OVERDUE

Archive View NEW ACTION PLAN Search:

Actions	Action Plan Id	Created Date	VOC			Action	Issue
			Color Rating	Impact Type	Reason Type		
CLOSE	QU8	2020-11-18		-	-	test	test
CLOSE	QU21	2020-12-10	YELLOW	Notification	Quality System	test	test
CLOSE	QU27	2021-02-01		-	-	CSRF	CSRF



Supplier Rosetta

Scorecard

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Mitchell, Pete

Trend

Profile Details

Action Plans



Data Definition: Composite Rating
Data Definition: VOC



Quality Metric Page

Scorecard > Quality

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Kazansky, Tom

Trend

Profile Details

Action Plans

Overall



Metrics Rating



Quality Event Management



Material Review Board

Other Metrics



CQE



CID



AE



Quality Metric - Details

Scorecard > Quality > MRB

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Kazansky, Tom

Trend

Profile Details

Action Plans

QUALITY EVENT MANAGEMENT MATERIAL REVIEW BOARD CQE CID AE

Search:

Document ID	Part Number	NC Quantity	Rating Period	Impact Value	MRB Lines	Metrics Date	Include
4543220030661		1000	202102	0	1	2020-05-14	Yes
454322003066		316	202102	0	3	2020-03-27	Yes

Rows per page: 10 1-2 of 2



Supplier Rosetta

Scorecard

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Mitchell, Pete

Trend

Profile Details

Action Plans



Data Definition: Composite Rating
Data Definition: VOC



Delivery Metric Page

Scorecard > Delivery

Supplier XYZ

Source Code: 01234 GE Sourcing Contact: Lt. Mitchell, Pete

[Profile Details](#)

[Action Plans](#)

Overall Metric Rating



[What is this?](#)

[Data definition](#)

[Supplier OTD](#)

Metrics Rating



OTD (On-Time Delivery)
(%)



PNDH
(%)

Other Metrics



Delinquency
(Weeks Behind)

Spend Amount
\$41,957.58

Quantity
10316



Span
(days)



Lead Time Participation
(%)



Commit Participation
(%)



Delivery Metric - Details

Home Applications Data Analytics Data Protection Send Feedback

Metrics **Commodity Breakdown** Report Data Enter Supplier Code / Name

Scorecard > Delivery > OTD

Supplier XYZ

Source Code: 01234 GE Sourcing Contact: Lt. Mitchell, Pete

[Profile Details](#) [Action Plans](#)

97.4
95.5
OTD (On-Time Delivery) - Overall Metric Evaluation ?

97.4 % 👁

(Baseline: 95.5 %)

Fiscal year / week

< 2020/38 >

Hide children and parent otd (on-time delivery) metrics ^

PARENT
Supplier XYZ

Exclude	Part number	GE requested with enough lead time	Assessed Damage \$\$	Damages Applied Y/N	Date Damage Applied	Fiscal year / week	Part description	Quantity	OTD State
<input type="checkbox"/> Select		Yes	-	No		2020 / 38	NUT, CLINCH	1494	On-Ti



Supplier Rosetta

Scorecard

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Mitchell, Pete

Trend

Profile Details

Action Plans



Data Definition: Composite Rating
Data Definition: VOC



Commercial Metric Page

Scorecard > Commercial

Type name or supplier code:

Supplier XYZ

SEPM Manual

Source Code: 01234 GE Sourcing Contact: Lt. Bradshaw, Nick

64 override: NO

Trend

Profile Details

Action Plans

Overall Metrics Evaluation



What is this?

Data definition

Metrics Rating



VOC

Other Metrics



Financial Health



Cost Out Management



Part Number Cost Managements



Proactive Measures



Over & Above Cost



Next Steps

- Access to SCORE & SRS
 - Verify you can log in to SCORE and click on the Dashboard tab to display a composite rating for your supplier code(s)
 - Reach out to your GE contact if you don't have access and they can submit a request on your behalf
- Action Plans
 - Action plans / VOC will start off with no issues loaded and the default rating to Green
 - Refer to the Dashboard as your GE contacts populate the VOC fields with action items
- What to do if the data does not look correct
 - Quality – Contact your PQE to verify the information is correct
 - Delivery – Your sourcing contact will continue to have the ability to manually exclude lines impacting the metrics if there is agreement the misses should not negatively impact the score



Frequently Asked Questions

1

Q I can't see or add my supplier code to the dashboard. How do I gain access?

A Your GE Aviation sourcing contact can request access to SRS on your behalf for your supplier code(s).

2

Q Is a supplier's rating for each individual GE aviation manufacturing site, or a composite for all of GE aviation?

A The rating is a composite of all parts shipped directly to GE sites.

3

Q What type of suppliers will be included in the Supplier Rating System? (ex: Tooling, Indirect, Coatings)

A Currently the Supplier Rating System is active for suppliers with direct shipments to a GE location. Indirect shipments, shipments for other goods & services, and shipments to GE affiliates are not active at this time, but will be added in the near future.

4

Q How often are the ratings and Rosetta layout updated?

A The Voice of Customer ratings will update as they are entered or modified. The Quality and Delivery metrics will refresh weekly.

5

Q The previous version of the scorecard introduced a fair amount of subjectivity via the PQE evaluation. How does this system differ?

A The previous scorecard did have multiple subjective scores for a supplier that were manually entered by someone at GE. (ex: for quality, there were 14 manual qualitative inputs). The new scorecard does have the availability to capture qualitative performance through the Voice of Customer rating. The goal of the new system is to utilize the VOC sections of the tool to provide transparency of the observation and what specific action must be taken, if necessary, to improve a supplier's rating.

6

Q How does GE intend to complete a VOC for Safety?

A If a Safety related observation or issue is identified by any GE personnel through a site visit, conversation with the supplier, or any media communication, it is the expectation that the GE employee log the issue into the Safety VOC section with an appropriate severity rating of Green, Yellow, or Red, depending upon the risk to employee safety or environmental concern. Please refer to the SEPM Manual for additional details on the types of VOC's that can be entered for each component of the rosetta.



Frequently Asked Questions

7

Q Will the system generate an email alert when a new Action Plan is submitted?

A At the moment, SRS does not have the ability for email notifications. This functionality will be added in Q2 2021.

8

Q When does an MRB (eNMS) ticket link to SRS?

A MRB's reflect in the Quality rating based on their opened date. The metric utilizes data from the previous 12 months.

9

Q One of the issues we had with the previous system is the ability to see the detail of MRB or assembly details. Can we see the details with the current system?

A High-level information such as the document number and NC quantity is visible in the Supplier Rating System. The additional details can be found in eNMS. A feature to link the information from eNMS will be added in a future enhancement of SRS.

10

Q How is the Delivery Metric scored /affected when part schedules are pulled in within lead time or schedules are short-cycled and not pushed out to lead time?

A When part schedules are compressed, those lines will be automatically excluded and reflected in the adjusted score. The color rating is now driven from this adjusted metric.

11

Q The ability to download the Follow-Up Report was removed when the website was updated. Where can suppliers download the Follow-Up Report?

A The Follow-Up report is now back on the Delivery Metrics page. To access, click on the word Delivery from the full Rosetta. When the metrics page appears, the Follow Up report will be a link in the top-right corner along the supplier name banner.

