

- Supplier Rating System (SRS)
- V4 Supplier Training and FAQs  
July 9, 2024

# Agenda

- GE Aerospace Supplier Team Structure and Objectives
- Supplier Rating System Overview and Key Outcomes
- V3 Release Summary
  - UI Improvements
  - KPI Changes
  - VOC Changes
  - Action Plan Changes
- Summary and Expectations

- GE Aerospace Supplier Team Structure and Objectives

# Supplier Team Structure

## Value Engineer

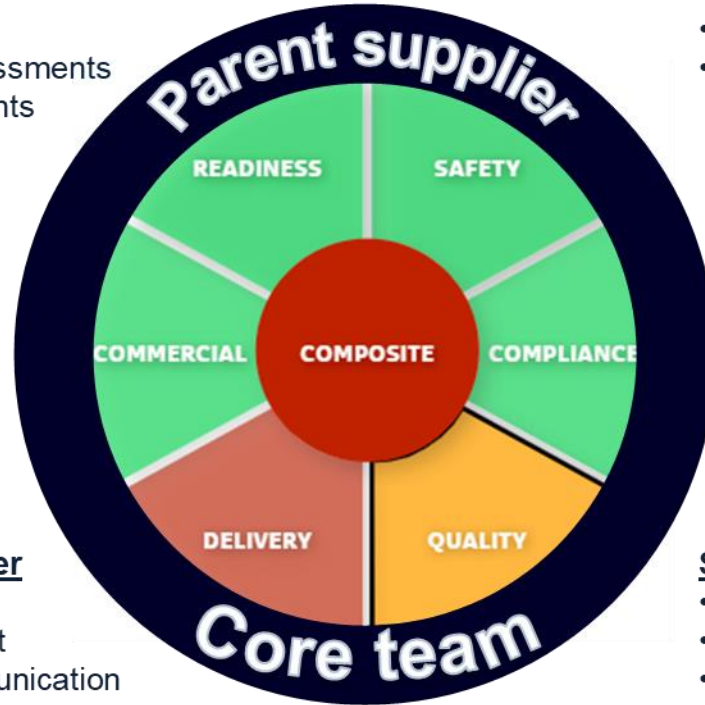
- Long term productivity
- Contingency planning
- Source capability assessments
- Should cost assessments

## Buyer

- Procurement process
- REQ placement
- ITC License Requirements
- New product negotiations

## Supplier Fulfillment Leader

- Part number delivery
- Delivery risk abatement
- Internal delivery communication



## Readiness Leader

- Supplier level delivery
- Rate readiness
- Supplier LEAN

## Contract Performance Manager

- Contract management
- Productivity
- Supplier performance (SRS)
- LTA negotiations
- **Team op rhythms**

## Supplier Quality Engineer

- Quality issue containment
- Proactive quality identification
- Special process

## **Supplier Team Support:**

Legal  
 Commercial Ops  
 Business Ops  
 Metals Strategy  
 Product Line Focal  
 Change Management  
 Compliance  
 Finance  
 Procurement Ops  
 Field Support  
 Mfg. Engineering  
 Design Engineering  
 Value Engineering  
 Commodity Strat Leader  
 Services Sourcing

...

**True North:** Team empowered to drive decisions and activities to achieve outcomes for a **green** rosetta

# – Supplier Rating System Overview and Key Outcomes

# Supplier Rating System- Overview



## GE Aerospace and Supplier Alignment

- Key Performance Indicators (KPIs) are designed to enable success in meeting customer requirements (products with zero defects on time at the best price)
- KPIs reflect quantitative and qualitative performance measures

## Accountability

- Ability to establish shared goals and performance targets within the tool
- Action plans created by GE Aerospace or suppliers ensure progress

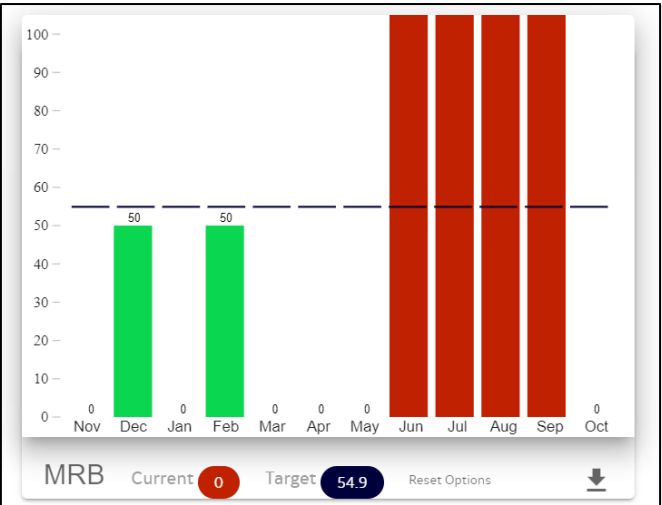
**QEM Metric Definition**

A QEM (Quality Event Management) event occurs when a supplier produces and ships a nonconforming (NC) part to a GE-Aviation site. The QEM KPI is calculated by taking the number of QEM events opened over the last 12 months and applying the following coefficients based on age.

0-3 months:	1
3-6 months:	.75
6-9 months:	.5
9-12 Months:	.25

The color of the QEM KPI is determined using the following thresholds:

GREEN:	0-1 events
YELLOW:	1-2 events



## Transparency

- KPIs are clearly defined within the tool
- Detailed data is provided for reconciliation
- Data is refreshed in near real time

# – Supplier Rating System V4 Release Changes

The screenshot displays the GE Aerospace Supplier Rating System (SRS) homepage. The interface includes a top navigation bar with the GE Aerospace logo and the title 'Supplier Rating System (SRS)'. Below this is a blue navigation bar with links for 'Home', 'Supplier Ratings', 'Action Plans', and 'VOCs', along with a 'Segmentation' toggle switch.

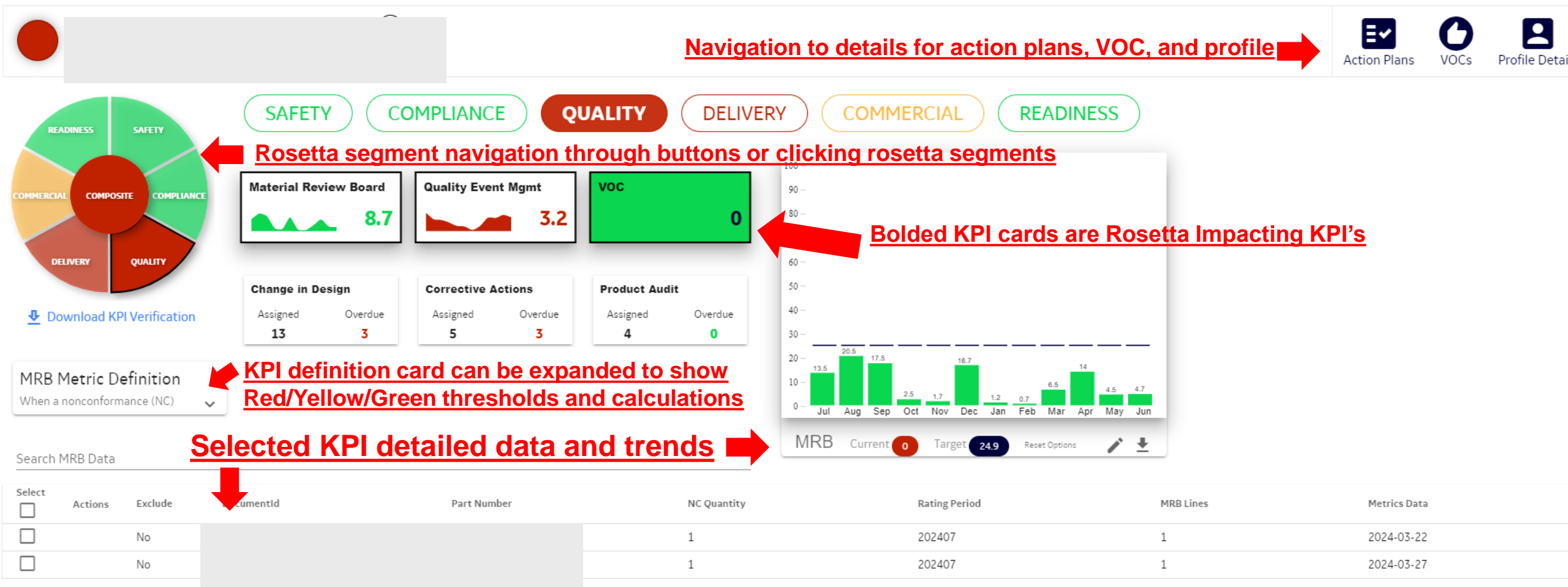
On the left side, there is a section titled 'Items Requiring Attention' which states 'You have no items to display.' and provides options to 'Please choose up to 3 items to display:' with checkboxes for 'Action Plans' (Open Action Plans, Suppliers on PO Hold) and 'Pending Exclusions'. A red arrow points to this section with the annotation 'Action items listed on homepage'.

The main content area is titled 'My Suppliers' and features a 'Filter/Sort' dropdown menu. A red arrow points to this menu with the annotation 'Search & filter capability for supplier sites'. Below the menu is a grid of supplier cards, each displaying a colored circle (red, yellow, or green) and a minus sign button. A red arrow points to one of these buttons with the annotation 'Add and subtract buttons to select sites to be shown on homepage'.


At the bottom left, there is a section titled 'Important Links' with links for 'SEPM Manual' and 'Send Feedback'. A red arrow points to this section with the annotation 'Links to program guide and ability to submit feedback'.



# Supplier Rating System- New Supplier Page



# Supplier Rating System- New Voice of Customer (VOC) Page

 GE Aerospace

Supplier Rating System (SRS)

Home

Supplier Ratings

Action Plans

VOCs

Segmentation

VOCs (Voice of Customer)

< SUPPLIER RATING

My Roles

Action Plans

VOCs

Profile Details

Add New VOC

Archive

Filter/Sort

01808

Category: SAFETY

Color:

Great job!

Time since last safety incident

01808

Category: COMPLIANCE

Color:

TEST

TEST for Demo


Action plans are now a separate object and may be or may not be needed to address VOC feedback

Voice of customer comments are used to provide real time qualitative feedback on performance

Can and should be used to note positive events or performance trends

May indicate areas that require an action or improvement

# Supplier Rating System- New Action Plan Page

 GE Aerospace

Supplier Rating System (SRS)

Home

Supplier Ratings

Action Plans

VOCs

Segmentation

Action Plan

< SUPPLIER RATING

Action Plans

VOCs

Profile Details

Add New Action

Expand All

Collapse All

Archive

SAFETY

COMPLIANCE

QUALITY

DELIVERY

COMMERCIAL

READINESS

Quality Action Plan

Subs

Owners

Status

Impact

GE Comments

Supplier Comments

Quality with GE

1

RO 5

IN PROGRESS

\$ 1

GE may create and enter comments here

Supplier may create and edit comments here

Sub Actions

Subs

Owners

Status

Planned Date

GE Comments

Supplier Comments

Sub GE

IN PROGRESS

2023-10-31

Sub action GE comments done by a GE person. Sub action GE comments don...

Supplier comments are here for testing purposes and that is all... Sup...

# Supplier Rating System- Quality



The Quality score is comprised of three elements:

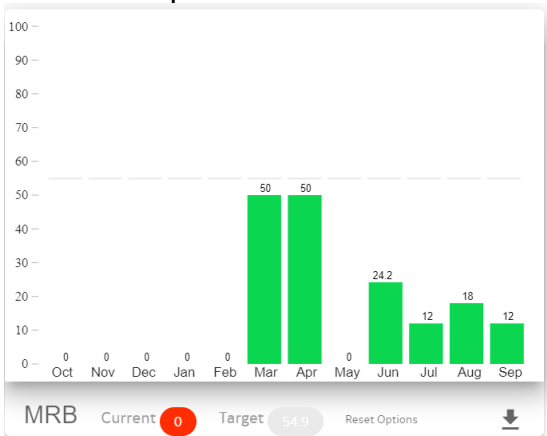
- Quality Event Management:** A QEM (Quality Event Management) event occurs when a supplier produces and ships a nonconforming (NC) part to a GE-Aviation site. The QEM KPI is calculated by taking the number of QEM events opened over the last 12 months and modified by a time coefficient
- Material Review Board:** When a nonconformance (NC) is created by a supplier, they can submit a waiver request through the Material Review Board (MRB) via the eNMS application. GE-Aviation will then disposition the part for potential use. The MRB metric is calculated using the number of MRB line items opened over the last 12 months and modified by a time coefficient
- Voice of Customer:** Measures the color of the lowest open Voice of customer feedback submitted by GE Aerospace.

There are three reference KPIs that DO NOT impact the overall score:

- NEW Change in Design-IncCID** metric- counts the quantity of overdue IncCIDs with the supplier. Overdue for incorporation is defined by missing the date of 18 months after issue of IncCID.
- NEW Corrective Actions-** Corrective and Preventative Action requests with the supplier. Overdue is defined by CAPAs over 30 days in the RCCA stage or past the due date if in the Implementation stage.
- NEW Product Audit-**count of annual product audits for the calendar year that have been planned or need to be planned.

Additional Elements:

- Bowler Chart:** Displays the end of month score for each Quality KPI over the past 12 months. Detailed data can be downloaded in spreadsheet form by clicking on the download arrow located on the lower right-hand corner of the chart.
- Exclusions:** Allow GE Aerospace users to exclude quality line items so that they will not influence the related KPI. Ask your GE Quality owner for more information on how an item can be excluded.



Search MRB Data

Exclude	DocumentId	Part Number	NC Quantity	Rating Period	MRB Lines
No			60472	202310	4

# Supplier Rating System- Delivery



The Delivery score is comprised of three elements:

- **On-Time Delivery (OTD):**  $OTD = (\text{\# of pieces received on time}) / (\text{\# of pieces required for a trailing 26-week period})$
- **Commit Participation:** Forward looking 26 weeks-  $\text{Number of Weeks with Commits} / \text{Number of Weeks Required to Commit}$  (includes Commits of 0)
- **Voice of Customer:** Measures the color of the lowest open Voice of customer feedback submitted by GE Aerospace.

There are three reference KPIs that DO NOT impact the overall score:

- **Parts Under Min:** Count of unique part numbers under minimum PFEP inventory levels
- **PFEP Attainment:** Percentage of parts between minimum and maximum PFEP inventory levels
- **Commit Accuracy:** Trailing 13 weeks-  $\text{Number of Weeks Meeting Commits} / \text{Number of Weeks Required to Commit}$

## Additional Elements

- **Bowler Chart:** Displays the end of month score for each Delivery KPI over the past 12 months. Detailed data can be downloaded in spreadsheet form by clicking on the download arrow located on the lower right-hand corner of the chart.
- **Exclusions:** Allow GE Aerospace users to exclude delivery line items and supplier users to request exclusions so that they will not influence the related KPI. Ask your GE Delivery owner for more information on how an item can be excluded.



Search OTD Data

Select	Actions	Excluded Information	Part number	GE requested with enough lead time	Assessed Damage \$\$	Damages Applied Y/N	Date Damage Applied	Fiscal year / week	Part description	Quantity
<input type="checkbox"/>			[REDACTED]	y	[REDACTED]				[REDACTED]	996

# Supplier Rating System- Commercial



The Commercial score is comprised of four elements:

- **CY Productivity:** Current year productivity= \$\$ value of productivity projects executed in year/ \$\$ value of current year productivity target
- **Productivity Pipeline:** = \$\$ value of productivity pipeline projects submitted/ \$\$ value of productivity pipeline target
- **Voice of Customer:** Measures the color of the lowest open Voice of customer feedback submitted by GE Aerospace.

Target values set by supplier team- progress measured in standard op rhythms ➔

CY Productivity Edit

Executed Productivity

\$1,000,000

Thresholds

GREEN >= \$800,000    LOW >= \$500,000

Last Updated by Taylor Hayden on 11/01/23

Cancel   Save

Productivity Pipeline Edit

Productivity Pipeline

\$3,000,000

<= 100

Thresholds

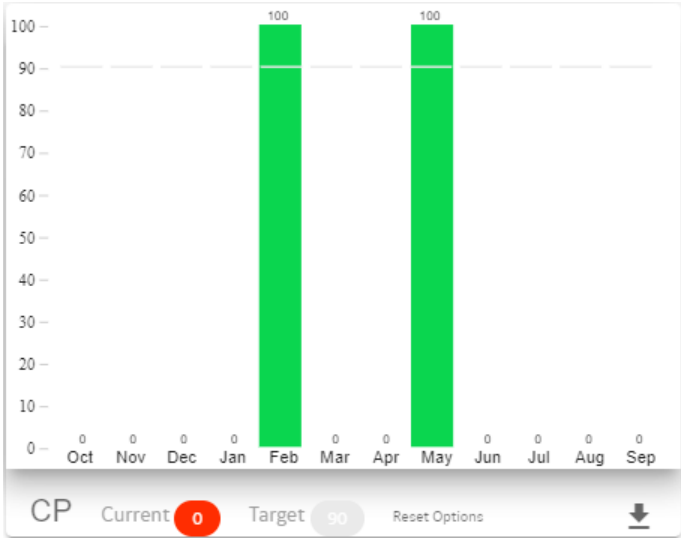
GREEN >=\$2,400,000    YELLOW >=\$1,500,000

Last Updated by Taylor Hayden on 11/06/23

Cancel   Save

## Additional Elements

- **Bowler Chart:** Displays the end of month score for each Delivery KPI over the past 12 months. Detailed data can be downloaded in spreadsheet form by clicking on the download arrow located on the lower right-hand corner of the chart.



# – Supplier Rating System FAQs and Q&A

# Supplier Rating System- SLIDO

#SRS



# Supplier Rating System- FAQs

Q: I cannot see my suppliers on my homepage or on the SRS ratings page. How can I get access?

- A: Your GE Aerospace sourcing contact can request access to SRS on your behalf for your supplier codes.

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

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

Q: What types of suppliers will be included in Supplier Rating System?

- A: Currently Supplier Rating System is active for suppliers with direct shipments to a GE site.

Q: How often are ratings and the Rosetta updated?

- A: Ratings are updated within roughly an hour of being modified. This includes Voice of Customer ratings and part exclusions. Underlying data is refreshed weekly.

Q: How does GE intend to complete a Voice of Customer for Safety?

- A: If a safety related observation or issue is identified by any GE personnel through a site visit, conversation with a supplier, or any media communication, it is the expectation of the GE Aerospace employee to log the issue into the Safety VOC section with an appropriate severity rating depending on the risk to employee safety or environmental concern. Please refer to the SEPM manual for additional details on the types of VOCs that can be entered



# Supplier Rating System- FAQs

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

- A: MRB's opened in the past 12 months are reflected in the quality rating, unless excluded by a GE quality resource.

Q: How is the Delivery KPI 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 cycles are compressed and the parts are delivered after their due date, the lines will be automatically excluded and reflected in the adjusted score. When part cycles are compressed and the parts are delivered on time, these parts will be included in the adjusted score.

Q: I disagree with my score, what should I do?

- A: Please feel free at any time to bring up any scoring issues with your Ge Aerospace sourcing contacts. They will be able to work with you on any disputed line items or raise a request on your behalf if necessary.

Q: How can I add my supplier sites to my homepage?

- A: On the 'Supplier Ratings' tab in SRS, you will see all supplier sites that have been assigned to your GE Aerospace SSO. To add any of these sites to your homepage, click on the '+' icon on the lower right portion of the supplier's card.

Q:

- A:

