

# Williams Advanced Materials

## Supplier Scorecard

Information for our Supply Chain  
Partners

# Reason for a Scorecard

- Provides timely feedback to our Supply Chain Partners on their specific performance
- Allows for WAM to acknowledge the positive performance of our Supply Chain Partners
- Provides a tool to measure performance and show Continuous Improvement across our Supply Chain
- Complies with requirements for ISO9001

# Scorecard Measurements

- 100pts per quarter can be awarded
  - 45pts for Quality
  - 45pts for Delivery
  - 10pts for Responsiveness
- To maintain Approved Supplier status, suppliers must maintain >70pt overall score
  - Any supplier who has an overall score <70pt in a quarter shall supply an Action Plan to WAM
  - Any supplier who has 2 consecutive quarters of <70pt overall score will be issued a SCAR for poor performance and have a process audit scheduled

# Scorecard Measurements

## ➤ Quality

- The overall Quality Score is comprised of two components, NCR's and SCAR's
- A total of 45pts can be awarded per quarter

# Scorecard Measurements

## ➤ NCR

- 15 total points can be awarded each quarter
- 3pts deducted per NCR issued
- >4 NCR's in a quarter will result in 0pts awarded
- NCR's are issued for any non-conformance such as but not limited to: Packaging, Labeling, Product not meeting specification, Delivery, etc.

# Scorecard Measurements

## ➤ SCAR

- 30 total points can be awarded each quarter
- 10pts deducted per SCAR issued
- >2 SCAR's in a quarter will result in 0pts awarded
- SCAR's are issued for any systemic / repeating non-conformance such as but not limited to: Packaging, Labeling, Product not meeting specification, poor Delivery, etc.

# Scorecard Measurements

## ➤ Delivery

- A total of 45pts can be awarded per quarter
- Delivery is considered On Time when the product is delivered to the date required at a WAM facility in full
- Delivery scoring table:

>94%	45pts
>89%	40pts
>84%	30pts
>79%	10pts
>74%	5pts

# Scorecard Measurements

## ➤ Responsiveness

- A total of 10pts can be awarded per quarter
- 2pts deducted per non-responsiveness event
- Non-responsiveness includes but not limited to:
  - Failure to provide updates to a NCR, SCAR by a required date
  - Failure to respond to delivery request updates in a timely manner

# Performance Summary for the Scorecard

Note – this is an example chart only

Supplier Name will appear here →

Dashboard showing performance per Quarter by category as well as the overall performance. Color coding highlights performance. Dashboard provides clear areas of focus for improvement. →

Trend chart shows performance for four periods. Stacked bars shows the areas of contribution to the overall score. →

## WAM Supplier Scorecard

Supplier:

Supplier #:

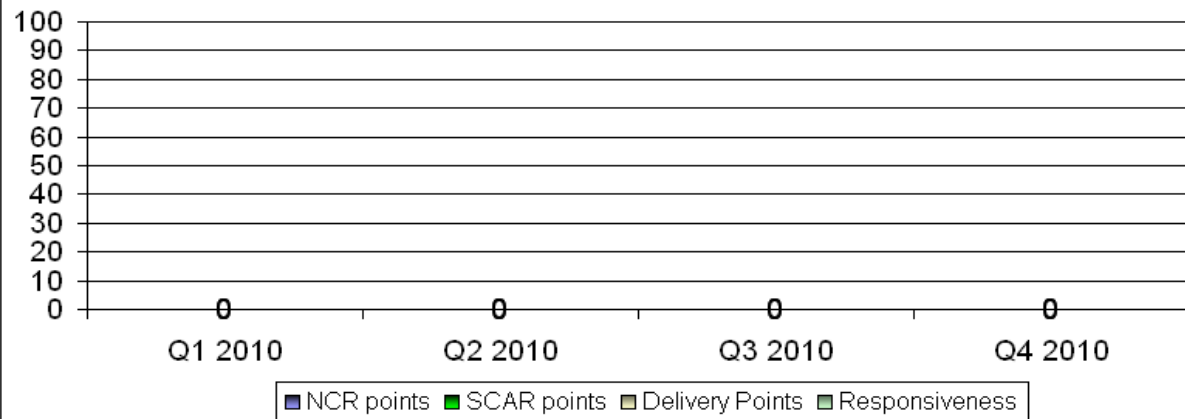
Number of Points Possible: Quality 45 Delivery 45 Responsiveness 10 = 100

*To maintain Approved Supplier status, suppliers must maintain >70pt overall score. Any supplier who has an overall score <70pt shall supply an Action Plan to WAM. Any supplier who has 2 consecutive quarters of <70pt overall score will be issued a SCAR for poor performance and have a process audit scheduled.*

Dashboard Indicator: ● 90-100% ● 70-89% ● Below 69%

Period	Quality Pts	% Points	Delivery Pts	% Points	Responsiveness	% Points	Overall Pts
Q1 2010							
Q2 2010							
Q3 2010							
Q4 2010							

## Scorecard Trend



# Data Table for the Scorecard

Note – this is an example chart only

DATA SUMMARY	Q1 2010	Q2 2010	Q3 2010	Q4 2010
NCR points				
SCAR points				
Delivery Points				
Responsiveness				
Total pts	0	0	0	0

Data input cells  
Formula driven cells

Reference slide #5 →

Number of NCR's	NCR's	Score
15 Points Possible	Q1 2010	
	Q2 2010	
<i>each NCR deducts 3pts</i>	Q3 2010	
	Q4 2010	

NCR's are defined as any nonconformance  
Examples include but are not limited to:  
Paperwork discrepancy / Missing Documentation  
Labeling issue / Packaging discrepancy  
Product quality related non-conformance  
Late delivery

Reference slide #6 →

Number of SCAR's	SCAR's	Score
30 Points Possible	Q1 2010	
	Q2 2010	
<i>each SCAR deducts 10pts</i>	Q3 2010	
	Q4 2010	

SCAR's are defined as repeat/systemic quality, delivery or responsiveness non-conformances  
Examples include but are not limited to:  
Repeat product quality related non-conformances  
Systemic poor delivery  
Lack of responsiveness to Quality and or Delivery related issues

Reference slide #7 →

On Time In Full	Total Receipts	On time in full	%	Points
45 Points Possible	Q1 2010			
	Q2 2010			
	Q3 2010			
	Q4 2010			

>94% 45pts  
>89% 40pts  
>84% 30pts  
>79% 10pts  
>74% 5pts

Reference slide #8 →

Responsiveness	Score
10 Points Possible	Q1 2010
<i>each late response to NCR / SCAR / Delivery requests deducts 2pts</i>	Q2 2010
	Q3 2010
	Q4 2010

Comments from WAM:

## Follow Up

- Thank you for reviewing this material
- If you have any questions, please contact your local WAM Purchasing or Quality contact
- Please review our new WAM Supplier website for other helpful documents related to our Supplier Chain Partners
  - <http://www.williams-adv.com/quality/supplier.php>