



**Rolls-Royce**

# Sub-tier Quality Scorecard Briefing Pack

**The objective of this pack is to enable you to understand:**

- The scorecards structure and intent
- What is published and why
- Refer to [www.suppliermanager-online.com](http://www.suppliermanager-online.com) and STEP documentation provides full details
- Training can be provided which covers a greater scope to this briefing pack. Email request to [RRUK.qual.scorecard@rolls-royce.com](mailto:RRUK.qual.scorecard@rolls-royce.com)

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# **This introduces the Sub-tier Supplier Quality Scorecard and gives an overview on the following:**

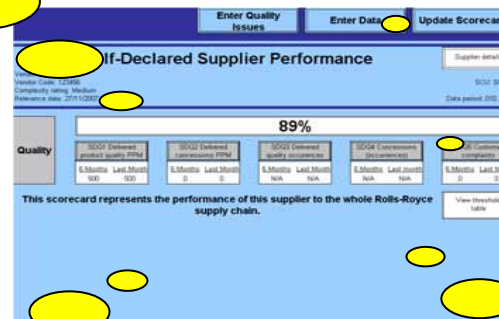
- What is the Sub-tier supplier Scorecard used for within R-R?
- Where does the data come from ?
- What does it provide R-R and suppliers?
- What does the data relate to?
- Who do I contact with Scorecard issues?
- When and how is the Scorecard updated?

# What is the Sub-tier Supplier Scorecard used for within R-R?

Transparency of sub-tier quality performance to total R-R supply chain

Structured Decisions based on data

## Sub-tier Quality Scorecard



Identify Supply risks

Provides detailed information for the purpose of data analysis.

Direction for Improvement resources and action

# What does it provide our suppliers?

Measures the total quality performance of a sub-tier, R-R direct work, and R-R supply chain work

Provides a complete and holistic picture of performance

## Sub-tier Quality Scorecard



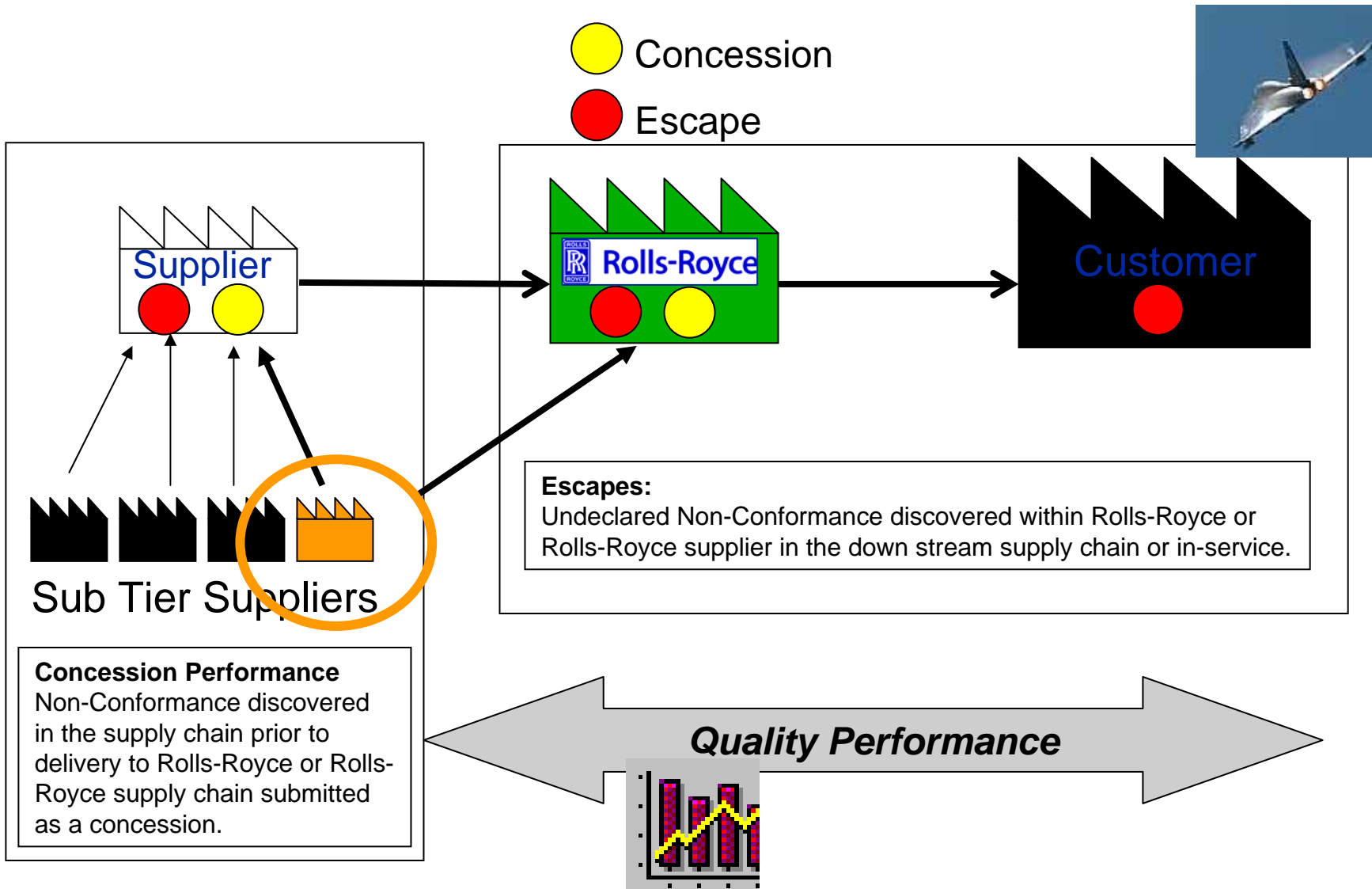
Transparency of performance to key stakeholders / those managing relationships

Direction for Improvement resources and action

# Where does the data come from?

- Sub-tier supplier self declares quality performance
- Work carried out through R-R supply chain,
  - escapes
  - concessions
  - total deliveries made to total R-R supply chain
- Sub-tier quality performance,
  - = R-R direct quality performance + R-R supply chain quality performance

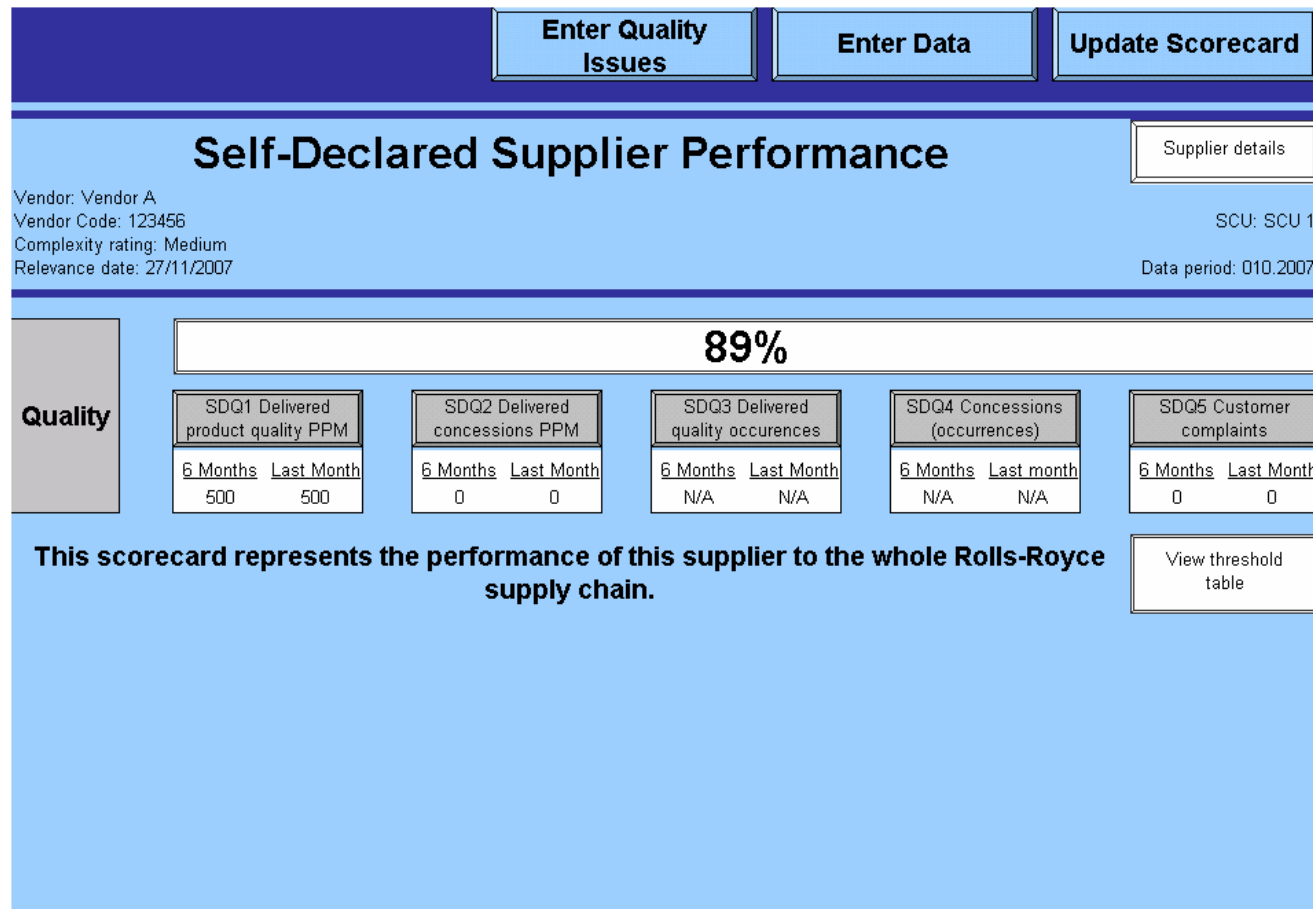
# Where does the data relate to? (Quality data)



# When and how is the scorecard updated

- The Scorecard is updated by each sub-tier supplier by the 14<sup>th</sup> day of each calendar month
- The updating of the Scorecard would be through the supplier Quality Manager or Quality representative
- Self Declared Quality Scorecards are emailed to a central R-R email address, [RRUK.qual.scorecard@rolls-royce.com](mailto:RRUK.qual.scorecard@rolls-royce.com)
- Scorecards are then cascaded to the correct people within the Supply Chain Management Teams who own the relationship between R-R and the sub-tier supplier

# The next section gives an overview of the front and supporting sheets contained within the sub-tier supplier scorecard



# Scorecard and navigating the information and data

## Navigation can be achieved by either:

- Utilising the buttons provided
- Utilising the EXCEL tabs at the bottom of the workbook
- All Worksheets are set to ideal printing parameters

The screenshot displays a 'Self-Declared Supplier Performance' scorecard. At the top, three buttons are highlighted with a red box: 'Enter Quality Issues', 'Enter Data', and 'Update Scorecard'. The scorecard header includes 'Supplier Name', 'Supplier Code', and 'Scorecard Date' callouts. The main content area shows a 'Quality' score of 89% and a table of five quality measures (SDQ1 to SDQ5) with data for '6 Months' and 'Last Month'. A 'View threshold table' button is located below the table. At the bottom, a row of Excel tabs is highlighted with a red box, including 'Performance', 'Supplier details', 'Quality Balanced score chart', 'Charts', 'SDQ1-SDQ5 data', and 'Complexity threshold table'. On the right side, several callout boxes point to specific elements: 'View Supplier Details', 'Month & Year of Pack', 'Quality Score', 'Quality Measures (SDQ1 to SDQ5)', and 'View Threshold Table'.

**Supplier Name**

**Supplier Code**

**Scorecard Date**

**Enter Quality Issues** **Enter Data** **Update Scorecard**

### Self-Declared Supplier Performance

Supplier details

Vendor: Vendor A  
Vendor Code: 123456  
Complexity rating: Medium  
Relevance date: 27/11/2007

SCU: SCU 1  
Data period: 010.2007

**Quality**

**89%**

Quality Measure	6 Months	Last Month
SDQ1 Delivered product quality PPM	500	500
SDQ2 Delivered concessions PPM	0	0
SDQ3 Delivered quality occurrences	N/A	N/A
SDQ4 Concessions (occurrences)	N/A	N/A
SDQ5 Customer complaints	0	0

This scorecard represents the performance of this supplier to the whole Rolls-Royce supply chain.

View threshold table

**View Supplier Details**

**Month & Year of Pack**

**Quality Score**

**Quality Measures (SDQ1 to SDQ5)**

**View Threshold Table**

Performance | Supplier details | Quality Balanced score chart | Charts | SDQ1-SDQ5 data | Complexity threshold table | Q1

# Balanced Quality Score

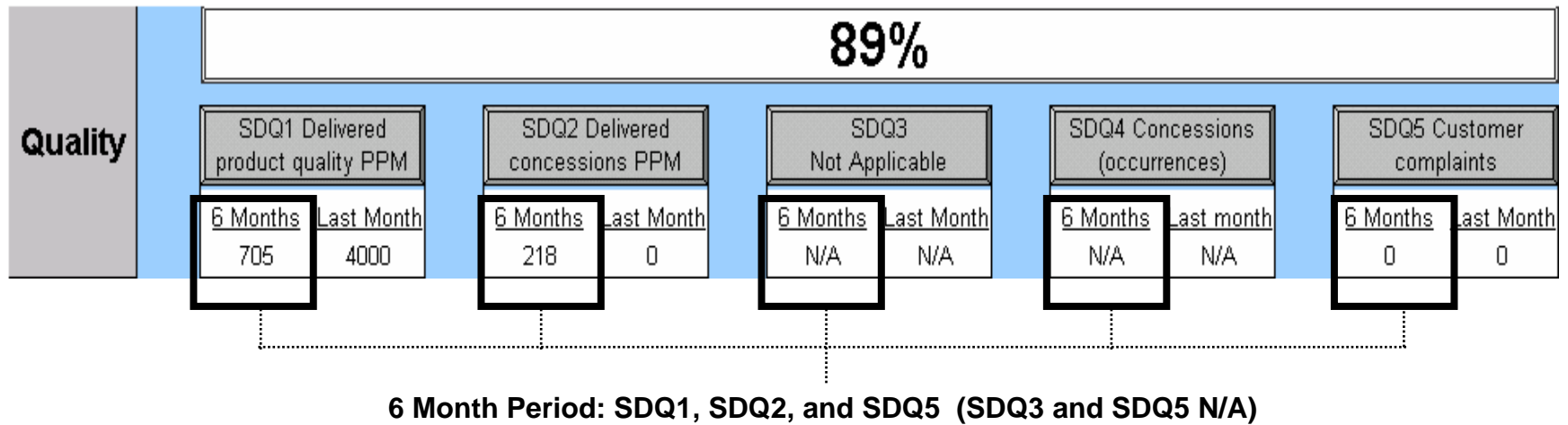
Calculated score is established according to SABRe defined method contained within STEP documentation



## Balanced Quality Scores are used:

- To ensure focus is given to performance trends and not last week, months result.
- By Rolls-Royce and the Sub-tier supplier in chartered improvement activity.
- To prompt suitable actions and activities which will benefit continual improvement.

# The next section covers important insights into aspects of the Quality data and information



- The BQS result is based on the combination of individual results SDQ1, SDQ2, SDQ3, SDQ4, and SDQ5 as described within SABRe and STEP process.
- The results are calculated based on the prior 6 Months trend window.

# Quality Data

## Results

89%

Quality

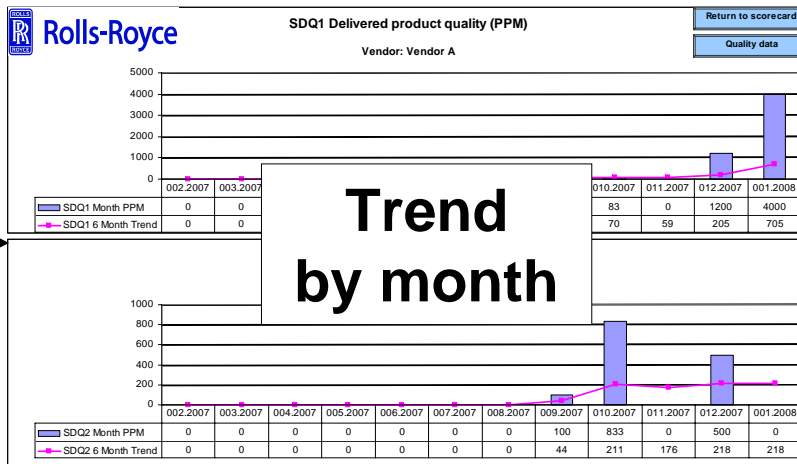
SDQ1 Delivered product quality PPM		SDQ2 Delivered concessions PPM		SDQ3 Not Applicable		SDQ4 Concessions (occurrences)		SDQ5 Customer complaints	
6 Months	Last Month	6 Months	Last Month	6 Months	Last Month	6 Months	Last month	6 Months	Last Month
705	4000	218	0	N/A	N/A	N/A	N/A	0	0

## Balanced Quality Score trend chart



Trend by month

## SDQ1 (Escapes), SDQ2 (Concession) trend charts



Trend by month

## Quality Issues sheet

Quality Type	Liability Status	Part No.	Qty	Part Description	Customer	Description of Deviation	Root Cause (as per investigation)
Escape	Pending	PK12345	1	027 Tailwe Blade	Rolls-Royce Analy	Extended heat treatment time	Heat Treatment program

Provides context to BQS

# Where can I find more information about the measures and their definition?

- Refer to STEP Process documentation and this website:  
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