

Supplier Quality Scorecards Application and Success Story

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Supplier Quality Scorecard Tutorial

- Why
 - Drive improvement
 - Sourcing decisions
 - Including supplier disqualification
- Required for Success
 - Top management support
 - Divide and conquer
 - Work on major suppliers – 80 / 20 rule applies
 - 80% of spend will be with 20% of suppliers....
 - Focus on these 20%

DMAIC



- Define – what to score and how to score
 - We chose “Lower is better” strategy – like golf
 - More on what to score later....
- Measure
 - Develop delivery method to suppliers
 - Score and report to supplier
- Analyze
 - Routine meetings with supplier to:
 - Understand score
 - Drive improvement plan
- Improve
 - Implement plans
- Control
 - Keep reporting and meeting with suppliers; at least quarterly

Supplier Quality Scorecard – How to Score

- Obvious answer = measure what
 - 1. is important to your company
 - 2. what causes you pain
- We chose 10 elements, weighted by importance
 - Elements 1 to 5 event and data driven elements

Event driven

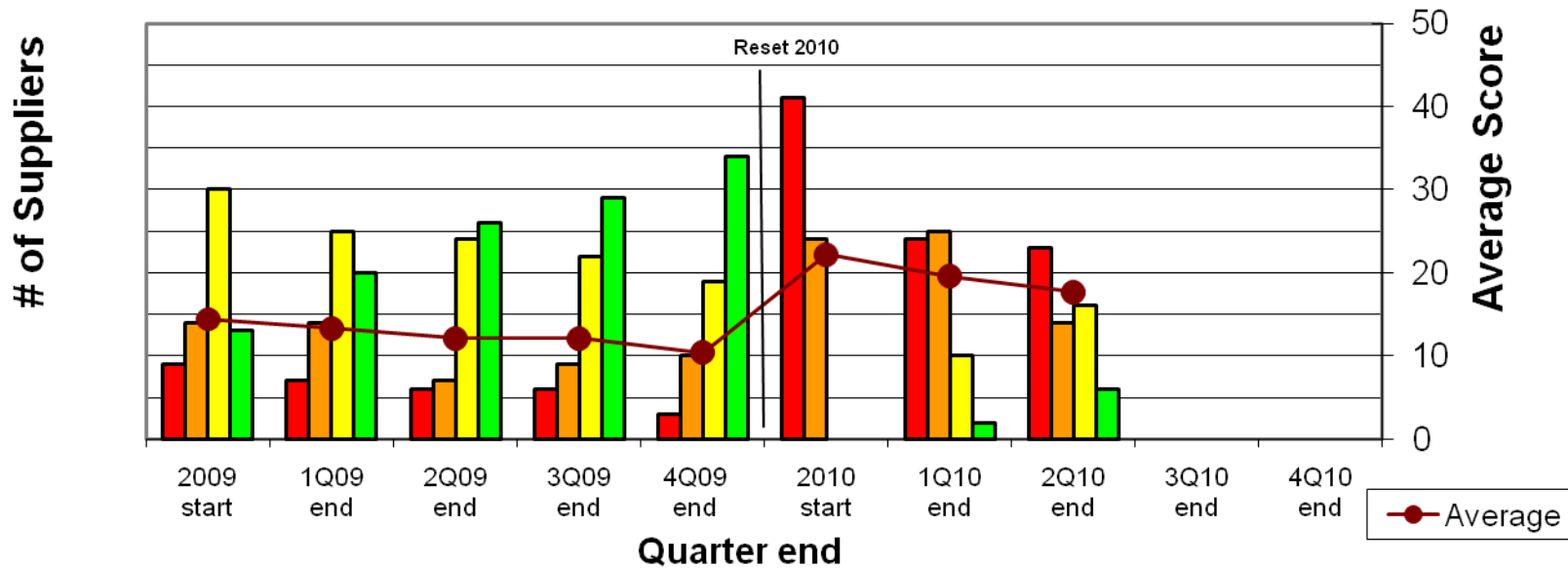
Qualitative

- Elements 6 to 10 subjective on what matters in our QMS



Supplier Quality Scorecard

- Continuous Improvement in 3 easy steps
 - 1 Define the process
 - 2 Measure trends year over year
 - 3 Take action to improve



Q & A

