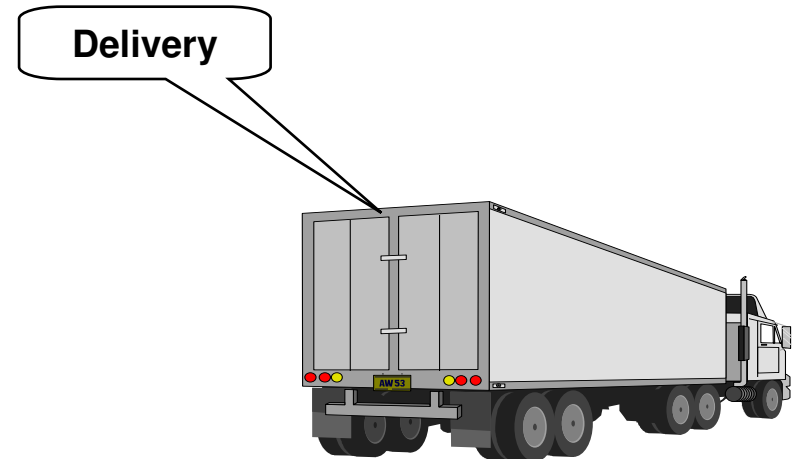
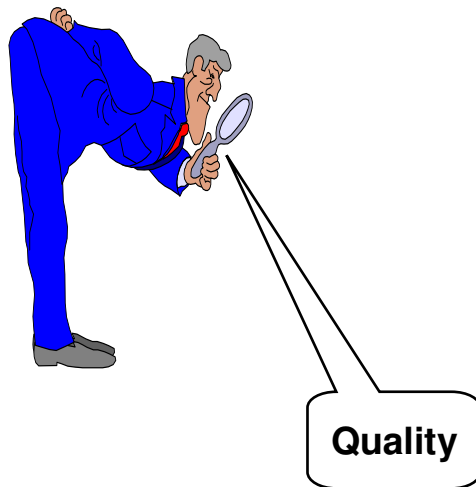
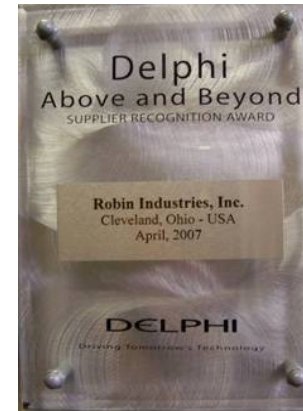
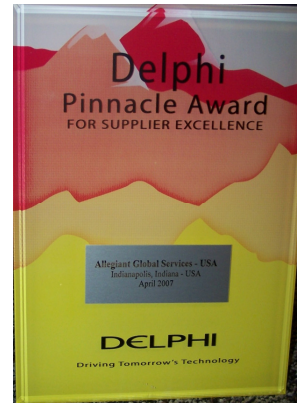


DELPHI

Supplier Scorecard



Supplier Training

◆ Delphi Supplier Portal Facts

– Vision

- » Be the single point of e-contact between Delphi and its supply base

– Mission

- » To provide an easy to use portal that hosts real-time information and acts as an integration point for Delphi to enable common systems and processes

◆ Supplier Impact

– Policy

- » Delphi expects all Direct Material and selected Indirect Material Suppliers to join Delphi and gain access to the Delphi Supplier Portal. It is a basic business requirement for working with Delphi

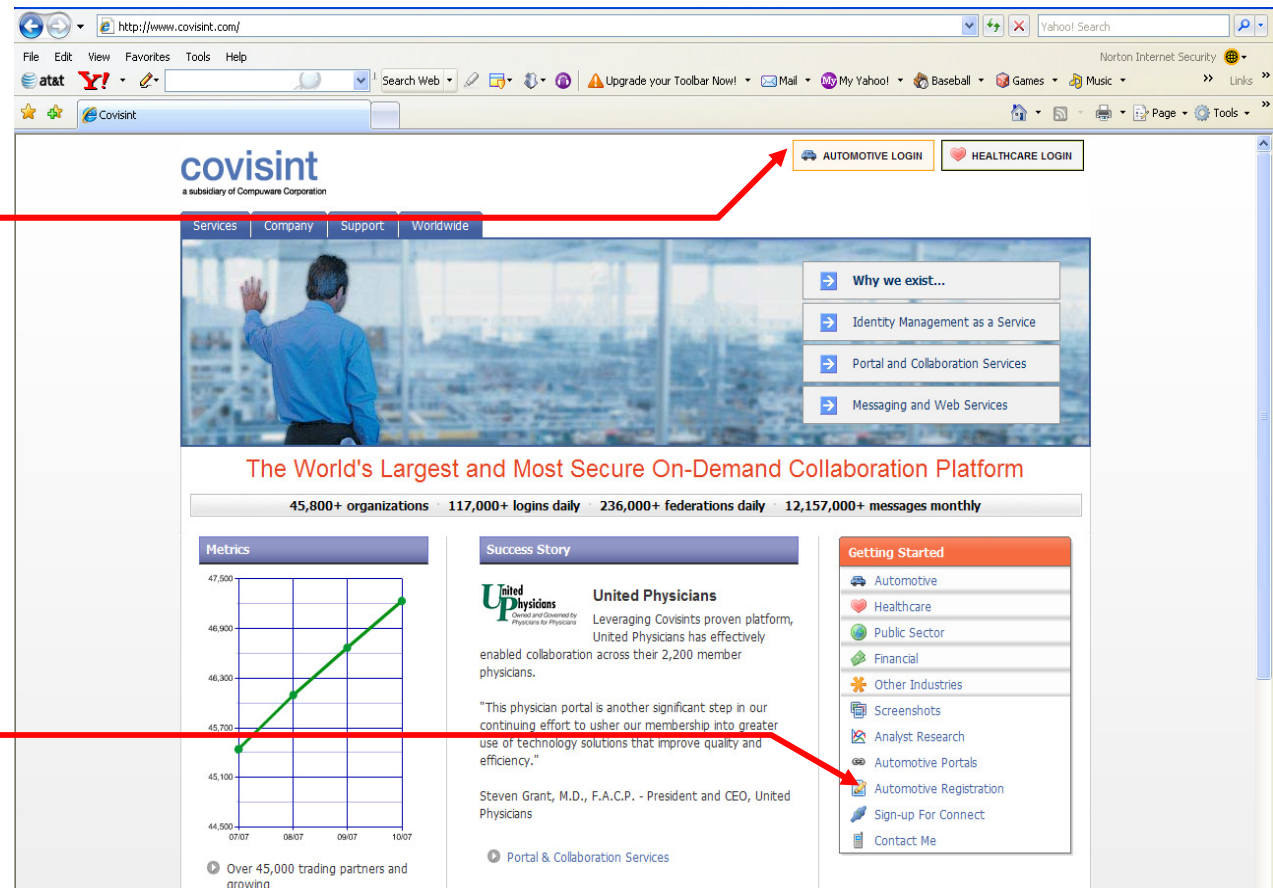
– Cost

- » Delphi Supplier Portal - no charge
- » Delphi Problem Solver Application – no charge

- ◆ Why Join?
 - Required to respond to Delphi Problem Cases
 - Single point of contact for Delphi bulletins to Suppliers
 - Additional functionality is being introduced over time
- ◆ All Suppliers must register with Covisint
 - www.covisint.com
- ◆ Covisint is the host of the Delphi Supplier Portal Application Systems
 - Once connected to Covisint, Delphi will complete the registration process
- ◆ All Manufacturing Duns must be registered for Delphi Problem Solver

- ◆ If you are a registered user, click **Automotive Login** and insert your user name and password

- ◆ If you need to register, click **Automotive Registration** and complete the registration



- ◆ The Covisint registration screen will appear
- ◆ Choose your option
- ◆ Click **Begin Registration**

The screenshot shows the 'Covisint Connection and Administration' page. At the top, there is a navigation bar with links: Home, Portal, Help, Contact Us, and Logout. Below this is a secondary navigation bar with links: Home, My Profile, and My Organization. A user name 'Linda Neuman - North America Delphi E & S' is displayed on the right. The main content area is titled 'welcome: covisint registration'. It contains a welcome message and a 'user options' section with a radio button for 'New User'. Below this is an 'organization options' section with radio buttons for 'New Top-Level Organization' and 'New Division'. A 'begin registration' button is located at the bottom right of the form area.

Covisint Connection and Administration

Home Portal Help Contact Us Logout

Home My Profile My Organization Show side nav

Linda Neuman - North America Delphi E & S

welcome: covisint registration

Thank you for choosing to register with Covisint. To begin the multi-step process, please select from the options below. If you are unsure what option to select, [help for this screen is available](#)

user options

☒ **New User**
Select this method if you are an employee of an existing Covisint Member Company seeking access to one of the applications your Organization currently subscribes to OR if you are not sure if your organization is registered.

Please note: after selecting this option, you will be prompted to locate your Organization within our system.

organization options

☐ **New Top-Level Organization**
select this method if you wish to join the Covisint Exchange as a new Covisint Organization

Please note: you must be the individual wishing to be the Security Administrator* of your Top-Level Organization to select this method.

☐ **New Division**
select this method if you would like to become the Security Administrator* of a new division within an existing Covisint Organization

Please note: after selecting this option, you will be prompted to locate your Organization within our system.

* the responsibilities of the Security Administrator will be explained in detail after you select a registration method. However, you may choose to cancel your registration in order to allow a different member of your Organization to register as the Security Administrator.

[begin registration](#)

Delphi Supplier Portal Information Quick Reference

Delphi Supplier Portal Registration
Quick Reference

❑ **All Delphi Suppliers must register for the following:**

Direct Material Suppliers – (e.g. a manufacturing site that makes or fabricates production materials, production or service parts, assemblies, or provides services such as heat treating, welding, painting, plating, or other finishing services for Delphi)
Delphi Supplier Portal, Delphi Problem Solver, Supplier Scorecard, Supplier Profile Administration and any other Portal applications needed.

Indirect Material Suppliers – (e.g. is a supplier of corporate services, facilities services, industrial supplies, office supplies, information technology, logistics management, or machinery and equipment to Delphi)
Delphi Supplier Portal, Supplier Profile Administration and any other Portal applications needed.

Go to: <https://us.register.covisint.com/start.html> (if nothing happens, copy and paste this link into your web browser address bar)

- For step-by-step registration instructions, click on the **Registration** tab at <http://delphi.covisint.com/> and select [Delphi Supplier Portal Registration-New User](#).

❑ **If you are unable to access the Delphi Supplier Portal or any other Portal applications (e.g. Delphi Problem Solver, Supplier Scorecard, Supplier Profile, etc.) due to an Ultimate Duns number change or any other issue, contact the [Delphi Helpdesk](#).**
Ask the Helpdesk Operator to transfer the case to the DELP_SAP_SUPPLIER_APP Inbox. The support team will contact you to assist with issue resolution no later than the next business day.

- For additional Helpdesk information, go to: <http://delphi.covisint.com/> and select [Delphi Portal Applications Help Desk Information](#) on the Home tab or US, Canada and Mexico callers dial 1-877-733-5744, International callers dial 1-915-774-6599.

❑ **Direct Material Suppliers are responsible for uploading their Quality certificates for manufacturing locations in the Supplier Profile Administration* application.**

- For step-by-step uploading certificate instructions, go to <http://delphi.covisint.com/>, select **Supplier Standards** on the Home tab, click on the **Quality Requirements Communications to Suppliers** link, and select [How to load Quality Certificate on Delphi Supplier Profile](#).

* Note: User must have access to Supplier Profile Administration in order to upload a Quality certificate. To request Supplier Profile Administration access, click on the **Registration** tab at <http://delphi.covisint.com/> and select [Requesting Sub-Package User Level](#) (these instructions should also be used to request other required Delphi applications, e.g. Global Web EDI, Delphi Problem Solver, etc.)

DELPHI

August 16, 2007
1

- ◆ Quality data elements are:
 - Problem Case Incidents
 - Problem Case Responsiveness
 - Major disruptions
 - Controlled shipping
 - Number of defects
 - Customer impacts
 - Repeat issues
- ◆ For Quality Performance questions contact the Problem Case Owner

- ◆ The Scorecard is available on line to anyone at your facility that requests access
 - There is no charge for this Delphi application
- ◆ The scorecard is reviewed with Quality Focus Suppliers (QFS)
 - Quality Improvement Meeting
- ◆ The Scorecard is utilized for:
 - Future business decisions
 - Benchmarking within specific commodities
 - Feedback to drive performance improvements
- ◆ This is a Delphi Scorecard, not just Electronics & Safety

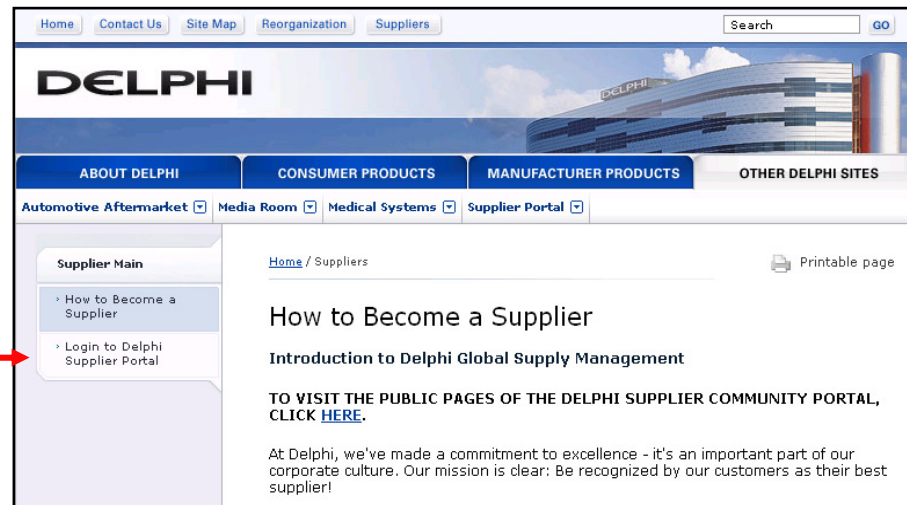
DELPHI

Accessing Delphi Supplier Portal

- ◆ Access Delphi website;
www.delphi.com
- ◆ Click on *Supplier Portal*
- ◆ The **Suppliers** web page will display



- ◆ Click *Login to Supplier Portal*



You must also register for Delphi Problem Solver Application tool when you register for Delphi Supplier Portal



Supplier Training

DELPHI

Home Content Registration

Login

User ID:

Password:

Submit

Clicking on Login indicates acceptance of **Terms of Use** and **Privacy Policy**.

[Forgot your Password?](#)

[Check your registration status](#)

Frequently Used Documents

- [Contact Global Supply Management](#)
- [Delphi Name Change](#)
- [Doing Business With Delphi](#)
- [Delphi's Pinnacle Awards for Supplier Excellence](#)
- [General Terms and Conditions \(M&E version, Direct/Indirect Version\)](#)
- [Forced Labor Letter from Sid Johnson, VP Global Supply Management \(1-Dec-2006\)](#)
- [Forced Labor Policy](#)
- [Supplier Standards](#)
- [Materials Specifications / Substances of Concern](#)

- ◆ The *Login* screen will display
- ◆ Enter your **User I.D.** and **Password**
- ◆ Click the *Submit* button

- ◆ Click on the Applications tab to view available Delphi applications
- ◆ These Delphi applications are available at no charge
- ◆ Delphi Problem Solver Application is the necessary tool to address Delphi issued Problem Cases

Delphi Applications

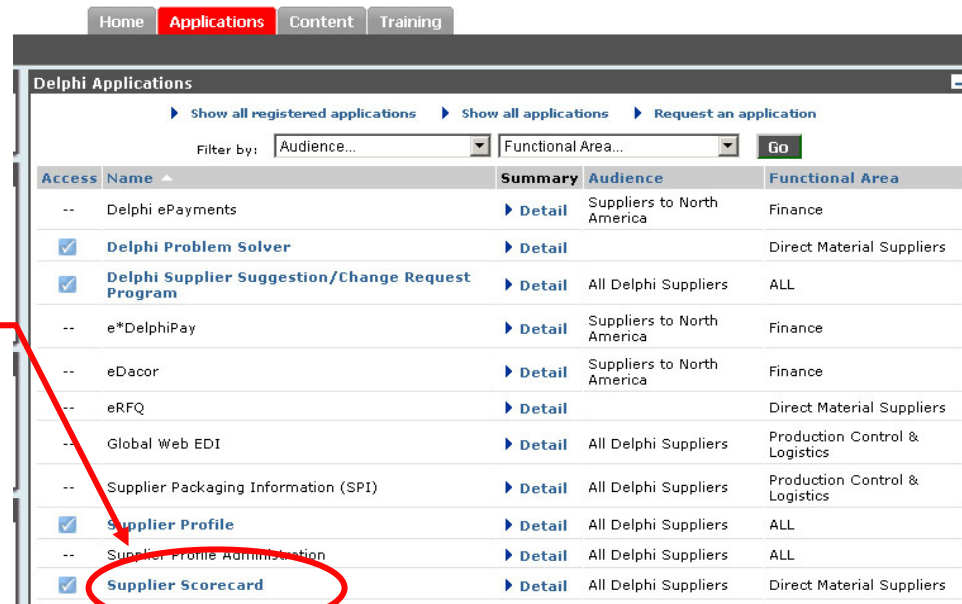
[Show all registered applications](#)
[Show all applications](#)
[Request an application](#)

Filter by: Audience... Functional Area... [Go](#)

Access	Name	Summary	Audience	Functional Area
--	Delphi ePayments	Detail	Suppliers to North America	Finance
<input checked="" type="checkbox"/>	Delphi Problem Solver	Detail		Direct Material Suppliers
<input checked="" type="checkbox"/>	Delphi Supplier Suggestion/Change Request Program	Detail	All Delphi Suppliers	ALL
--	e*DelphiPay	Detail	Suppliers to North America	Finance
--	eDacor	Detail	Suppliers to North America	Finance
--	eRFQ	Detail		Direct Material Suppliers
--	Global Web EDI	Detail	All Delphi Suppliers	Production Control & Logistics
--	Supplier Packaging Information (SPI)	Detail	All Delphi Suppliers	Production Control & Logistics
<input checked="" type="checkbox"/>	Supplier Profile	Detail	All Delphi Suppliers	ALL
--	Supplier Profile Administration	Detail	All Delphi Suppliers	ALL
<input checked="" type="checkbox"/>	Supplier Scorecard	Detail	All Delphi Suppliers	Direct Material Suppliers

Delphi Supplier Scorecard

- ◆ Once in the **Applications** web page, click on *Supplier Scorecard*



Home Applications Content Training

Delphi Applications

Show all registered applications Show all applications Request an application

Filter by: Audience... Functional Area... Go

Access	Name	Summary	Audience	Functional Area
--	Delphi ePayments	Detail	Suppliers to North America	Finance
<input checked="" type="checkbox"/>	Delphi Problem Solver	Detail		Direct Material Suppliers
<input checked="" type="checkbox"/>	Delphi Supplier Suggestion/Change Request Program	Detail	All Delphi Suppliers	ALL
--	e*DelphiPay	Detail	Suppliers to North America	Finance
--	eDacor	Detail	Suppliers to North America	Finance
--	eRFQ	Detail		Direct Material Suppliers
--	Global Web EDI	Detail	All Delphi Suppliers	Production Control & Logistics
--	Supplier Packaging Information (SPI)	Detail	All Delphi Suppliers	Production Control & Logistics
<input checked="" type="checkbox"/>	Supplier Profile	Detail	All Delphi Suppliers	ALL
--	Supplier Profile Administration	Detail	All Delphi Suppliers	ALL
<input checked="" type="checkbox"/>	Supplier Scorecard	Detail	All Delphi Suppliers	Direct Material Suppliers

- ◆ The Supplier Scorecard screen will appear. Click on *Quality*



DELPHI Driving Tomorrow's Technology

SUPPLIER SCORECARD

NAME: USER ID:

Welcome to the Delphi Supplier Scorecard Application.

Scorecard Categories

- QUALITY
- DELIVERY
- COMPLIANCE
- TECHNOLOGY

Reports

- COMMODITY REPORT

Help

- TRAINING MANUAL
- HELP CONTACTS

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- ◆ Click on the **Supplier Selection** tab

The screenshot shows the DELPHI Supplier Scorecard interface. The top header includes the DELPHI logo, the text "Driving Tomorrow's Technology", and the title "SUPPLIER SCORECARD". On the right, it displays "NAME:" and "USER ID:". A left sidebar contains a navigation menu with sections: "Main", "Scorecard Categories" (with sub-items: QUALITY, COST, DELIVERY, COMPLIANCE, TECHNOLOGY), "Reports" (with sub-item: COMMODITY REPORT), and "Help" (with sub-items: TRAINING MANUAL, HELP CONTACTS). The main content area has a "Quality Category" dropdown and a tabbed interface with tabs: "FILTERS", "SUPPLIER SELECTION", "SCORECARD", "TRENDS", and "HELP". The "SUPPLIER SELECTION" tab is circled in red, and a red arrow points from the instruction text to it. Below the tabs, there is a "Filter:" section with dropdown menus for "Commodity:" (set to "[All]"), "Buyer:" (set to "[All]"), "Division:" (set to "[All]"), and "Region:" (set to "[All]"). A "Commodity Team:" field is shown as an empty box. Below these fields, a note states: "(Multiple commodity teams can be selected by holding the ctrl button and selecting from the list)". At the bottom of the filter section are three buttons: "Set Filters", "Restore Filters", and "Clear Filters". The footer of the page reads "© 2003 Delphi Corporation. All rights reserved."

- ◆ Your information will appear in the **Matches** field

The screenshot shows the Delphi Supplier Selection web application. The browser address bar displays <https://supplierscorecard.delphi.com/scor/go>. The application has a left-hand navigation menu with sections: Main (HOME), Scorecard Categories (QUALITY, COST, DELIVERY, COMPLIANCE, TECHNOLOGY), Reports (COMMODITY REPORT), and Help (TRAINING MANUAL, HELP CONTACTS). The main content area is titled 'Quality Category' and includes tabs for FILTERS, SUPPLIER SELECTION (active), SCORECARD, TRENDS, and HELP. Under 'Current supplier filters', the following criteria are set: Commodity: All, Commodity Team(s): All, Buyer: All, Division: All, and Region: All. Instructions for Step 1 state: 'Retrieve a set of Matching Suppliers by using any of the criteria areas below. If you leave the fields in this step blank and click search, all suppliers that meet the Current Supplier Filters above will be returned.' The 'FIND SUPPLIERS WHERE:' section contains search criteria: Ultimate Duns (Contains): [text box], and Ultimate Name (Contains): [text box], and Location Duns (Contains): [text box], and Location Name (Contains): [text box], with Search and Clear buttons. Step 2 instructions state: 'Select Suppliers from the MATCHES list and move them to the SELECTED ultimates list for display on report.' The 'MATCHES:' section has a 'PERFORM SUPPLIER SEARCH' button and a list area. The 'SELECTED:' section is titled '1000 or Less supplier Locations.' and contains a list area. Between the MATCHES and SELECTED lists are navigation buttons: >>>, >>, <<, and <<<. A 'Set Selected Suppliers' button is located below the SELECTED list. At the bottom, it shows 'Number of Suppliers Selected : 0'. The footer includes '© 2003 Delphi Corporation.' and a status bar with 'Done' and 'Internet' icons.

- ◆ Highlight your selection(s)
- ◆ Move the selection to **Selected** field by clicking on the arrows
 - Click the 3 arrows tab to move all of the sites
 - Click the 2 arrows tab to move individual sites

The screenshot shows the Delphi Supplier Selection web application. The interface is divided into several sections:

- Left Sidebar:** Contains navigation links under 'Main' (HOME), 'Scorecard Categories' (QUALITY, COST, DELIVERY, COMPLIANCE, TECHNOLOGY), 'Reports' (COMMODITY REPORT), and 'Help' (TRAINING MANUAL, HELP CONTACTS).
- Top Navigation Bar:** Features tabs for 'FILTERS', 'SUPPLIER SELECTION' (the active tab), 'SCORECARD', 'TRENDS', and 'HELP'.
- Main Content Area:**
 - Current supplier filters:** Includes dropdowns for 'Commodity: All', 'Commodity Team(s): All', 'Buyer: All', 'Division: All', and 'Region: All'.
 - FIND SUPPLIERS WHERE:** A section with search criteria like 'Ultimate Duns (Contains):', 'Ultimate Name (Contains):', 'Location Duns (Contains):', and 'Location Name (Contains):', each with a text input field and a 'Search' button.
 - MATCHES:** A section with a 'PERFORM SUPPLIER SEARCH' button and a list of search results.
 - SELECTED:** A section titled 'SELECTED: 1000 or Less supplier Locations' with a list of selected suppliers.
 - Navigation Arrows:** Between the 'MATCHES' and 'SELECTED' sections are two sets of arrows. The top set has three arrows (left, middle, right) and the bottom set has two arrows (left, right). Red lines from the text on the left point to these arrow sets.
 - Buttons:** A 'Set Selected Suppliers' button is located below the 'SELECTED' list.
 - Status Bar:** At the bottom, it shows 'Number of Suppliers Selected : 0'.

- ◆ Click **Set Selected Suppliers** tab to set suppliers
- ◆ Click the **Scorecard** tab

The screenshot displays the Delphi Supplier Selection web application. The interface includes a navigation menu on the left with sections: Main (HOME), Scorecard Categories (QUALITY, COST, DELIVERY, COMPLIANCE, TECHNOLOGY), Reports (COMMODITY REPORT), and Help (TRAINING MANUAL, HELP CONTACTS). The main content area features tabs: FILTERS, SUPPLIER SELECTION, Scorecard, TRENDS, and HELP. The SUPPLIER SELECTION tab is active, showing 'Current supplier filters' (Commodity: All, Commodity Team(s): All, Buyer: All, Division: All, Region: All) and a search section titled 'FIND SUPPLIERS WHERE:' with fields for Ultimate Duns, Ultimate Name, Location Duns, and Location Name. A 'Set Selected Suppliers' button is located at the bottom right. A red circle highlights the 'Scorecard' tab, and a red arrow points from the 'Set Selected Suppliers' button to it. The status bar at the bottom shows 'Number of Suppliers Selected : 0'.

[illegible]

Delphi Quality Score Formula

DELPHI

Driving Tomorrow's Technology

SUPPLIER SCORECARD

Main
HOME
Scorecard Categories
QUALITY
COST
DELIVERY
COMPLIANCE
TECHNOLOGY
Reports
QUALITY REPORT
COMMODITY REPORT
Help
TRAINING MANUAL
HELP CONTACTS

Quality Category

FILTERS
SUPPLIER SELECTION
SCORECARD
TRENDS
HELP

Quality Score Formula

View / Edit Formula For: Month: August Year: 2007 Submit

Quality Score Formula: August, 2007

Measure Group	Possible Points	Points Distribution		
<i>Nonconforming</i>	10	0 = 10 points	1 to 24 = 8 points	More than 24 = 0 points
<i>Number of Problem Cases</i> (Quality, Customer Satisfaction, Delivery, Packaging)	12	0 = 12 points	1 to 2 = 10 points	More than 2 = 0 points
<i>Repeat Problems</i>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Customer Impacted</i>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Major Disruptions</i> (Spills, Shortages)	20	0 = 20 points	1 to 1 = 0 points	More than 1 = 0 points
<i>CS1 Days</i>	8	0 = 8 points	1 to 120 = 8 points	More than 120 = 0 points
<i>CS2 Days</i>	8	0 = 8 points	1 to 60 = 8 points	More than 60 = 0 points
<i>Number Late</i>	6	0 = 6 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Number Rejected</i>	0	0 = 0 points	1 to 1 = 0 points	More than 1 = 0 points
Supplier Initiated		3 Points added for each supplier initiated problem case. However, the total supplier score cannot exceed 98 points.		
Score Color Indicators		RED for scores Less than 80	YELLOW for scores Equal to or greater than 80 Less than 90	GREEN for scores Equal to or greater Than 90

Quality Score Formula				
View / Edit Formula For: Month: <input type="text" value="August"/> Year: <input type="text" value="2007"/> <input type="button" value="Submit"/>				
Quality Score Formula: August, 2007				
Measure Group	Possible Points	Points Distribution		
<i>Nonconforming</i>	10	0 = 10 points	1 to 24 = 8 points	More than 24 = 0 points
<i>Number of Problem Cases</i> (Quality, Customer Satisfaction, Delivery, Packaging)	12	0 = 12 points	1 to 2 = 10 points	More than 2 = 0 points
<i>Repeat Problems</i>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Customer Impacted</i>	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Major Disruptions</i> (Spills, Shortages)	20	0 = 20 points	1 to 1 = 0 points	More than 1 = 0 points
<i>CS1 Days</i>	8	0 = 8 points	1 to 120 = 8 points	More than 120 = 0 points
<i>CS2 Days</i>	8	0 = 8 points	1 to 60 = 8 points	More than 60 = 0 points
<i>Number Late</i>	6	0 = 6 points	1 to 1 = 0 points	More than 1 = 0 points
<i>Number Rejected</i>	0	0 = 0 points	1 to 1 = 0 points	More than 1 = 0 points

- Click on *Compliance* to view the **Compliance Category** screen

DELPHI **SUPPLIER SCORECARD** Driving Tomorrow's Technology NAME: USER ID:

Compliance Category

FILTERS **SUPPLIER SELECTION** **SCORECARD** **HELP**

Current supplier filters

Commodity: All
Commodity Team(s) : All
Buyer : All
Division : All
Region : All

• Current Scorecard Reporting month - JUNE 2005
• Data is loaded in Scorecard once a month (around the 10th). Any information provided or updated by suppliers (e.g. Quality Certifications) by the last day of a given month will only be reflected in the following month's data load. Longer for information that needs to be approved by Delphi (e.g. Quality Certification loaded in Supplier Profile).
• Rolled up scores are based on the current suppliers shown, and may not reflect the complete set of suppliers known to Delphi for this ultimate DUNS code (suppliers locations are filtered).
• Prompt action to resolve discrepancies must be taken by suppliers

Report Created on: 08-Jul-2005

[View](#) [Excel](#) [PDF](#)

Supplier Location DUNS	Supplier Name / City	Certification Status	Diversity Certification	Supplier Profile Verification	Supplier Profile Key Contacts	Problem Solver Registration	Diversity Spend
		●	No	●	●	●	
		●	No	●	●	●	
		●	No	●	●	●	
		●	No	●	●	●	
		●	No	●	●	●	
		●	No	●	●	●	
		●	No	●	●	●	
		NR	No	●	●	●	

All Manufacturing Duns must be registered for Problem Solver

Addressing Problem Report & Resolution - Problem Cases

- ◆ Suppliers are required to respond to Delphi-E&S Problem Cases through the Delphi Supplier Portal/Delphi Problem Solver Application
 - Issued based on individual incidents
 - May contain Controlled Shipping and/or Cost Recovery
- ◆ Suppliers need to manage their scorecards.
 - If wrong duns is used request the case be written to correct duns and cancel case with incorrect duns.
 - Systemic issues should be reported to the Delphi Help Desk.
- ◆ Required to address Problem Case within specific timeframes:
 - Calculated in Greenwich Mean Time - GMT
 - Initial Response – within 24 hours
 - Final Response – within 15 calendar days
- ◆ For questions regarding Problem Cases contact the Problem Case Owners

◆ The Problem Solver tool **To Do** tab will display

The *To Do* tab lists the tasks that suppliers need to take action

Items in **red** in the *Due Date* column indicate past due responses

Problem Types include Part Quality, Shipping, Customer Satisfaction, and Packaging/ Dunnage

Welcome to Problem Solver

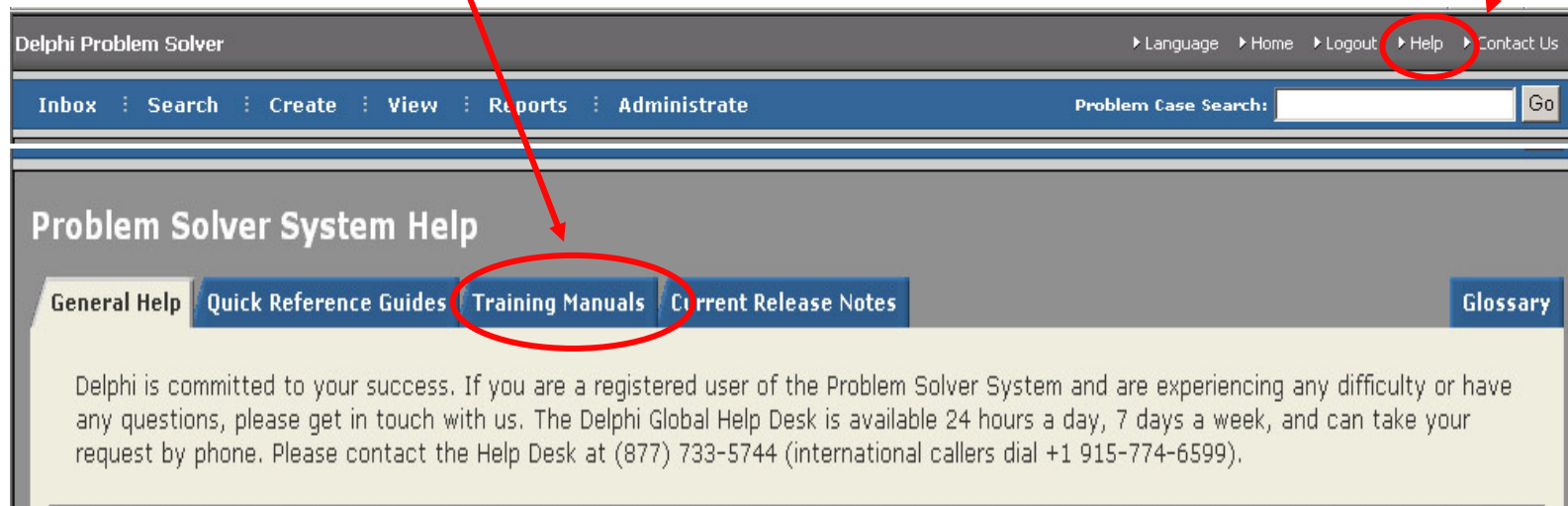
To Do My Open Case My Draft Cases Co-Work

To Do 10 records per page.

Task Name	Due Date	Problem Case	Problem Type	Disruption Status	Supplier Location	Part Numbers
Approve Initial Response	May 8, 2002 4:50:38 PM - GMT		Customer Satisfaction	None		
Resolve Cost Recovery Notice	May 23, 2002 8:37:21 PM - GMT		Part Quality	None		
Review Response to Cost Recovery Notice	Jun 17, 2002 6:53:59 PM - GMT		Shipping	Shortage		
Resolve Cost Recovery Notice	Jun 17, 2002 6:53:59 PM - GMT		Packaging / Dunnage	Spill		

Disruption Status can be a Spill, a Shortage, or None

- ◆ The Problem Solver Tool offers additional resources, such as *General Help*, *Quick Reference Guides*, and *Training Manuals*. Access these tools by selecting the the **Help** link
- ◆ The Training Manuals tab within Help includes Users Guides that are available only to registered Delphi Problem Solver users



DELPHI

Questions and Answers

If you have additional questions regarding SAP after the training session, please contact the
Delphi Electronics & Safety SAP Support Team:
delco.vega.support.kokomo@delphi.com



Supplier Training