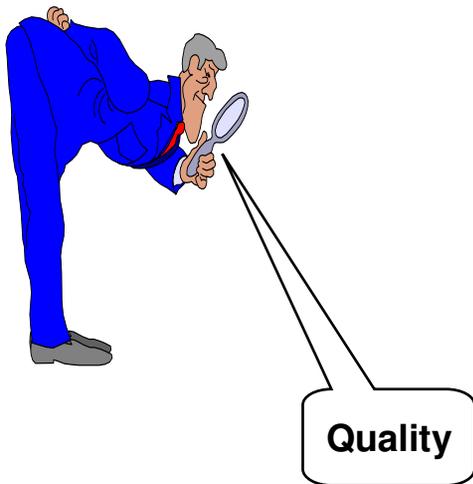
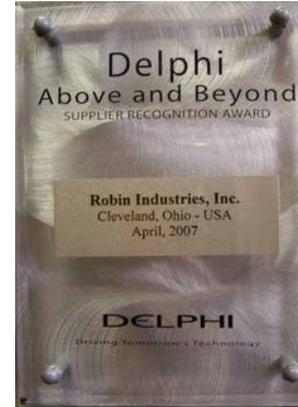
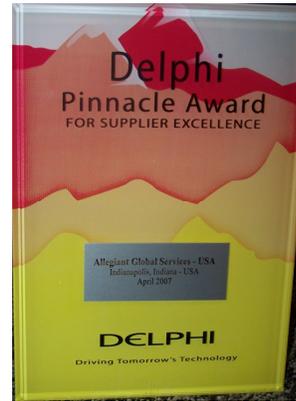
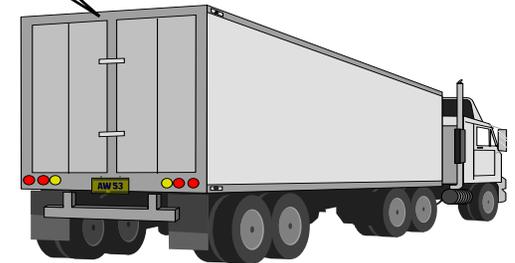


DELPHI

Supplier Scorecard



Delivery



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

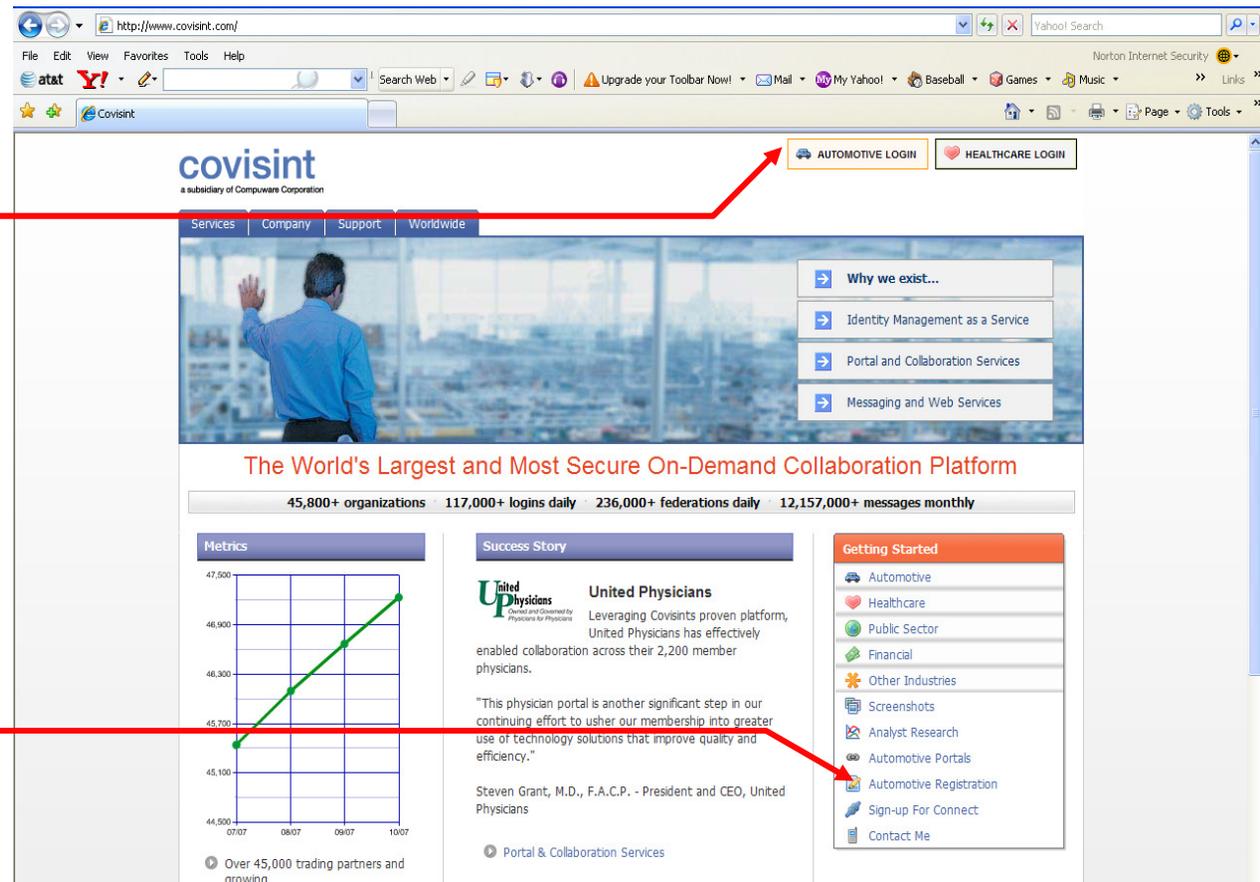
– Cost

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

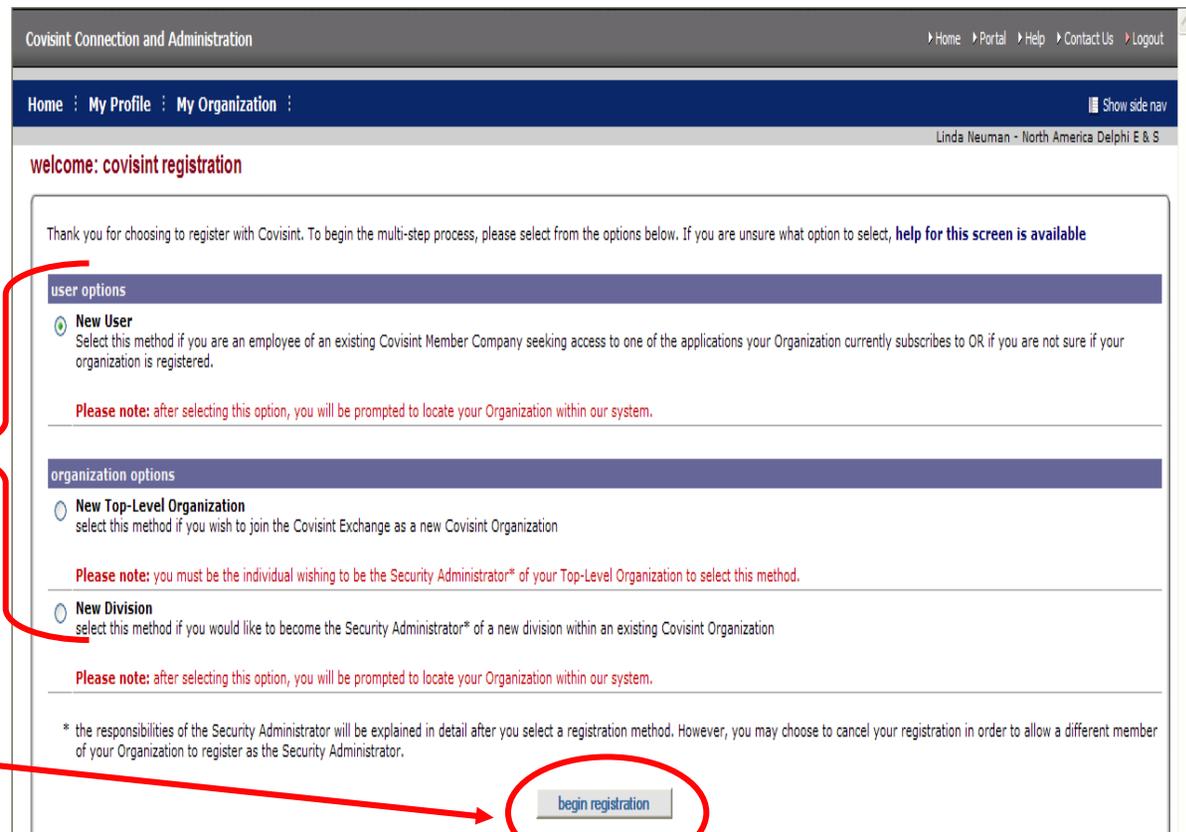
- ◆ Why Join?
 - Required to respond to Delphi Problem Cases
 - Single point of contact for Delphi bulletins to Suppliers
 - Additional functionality is being introduced over time
- ◆ All Suppliers must register with Covisint
 - www.covisint.com
- ◆ Covisint is the host of the Delphi Supplier Portal 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**



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

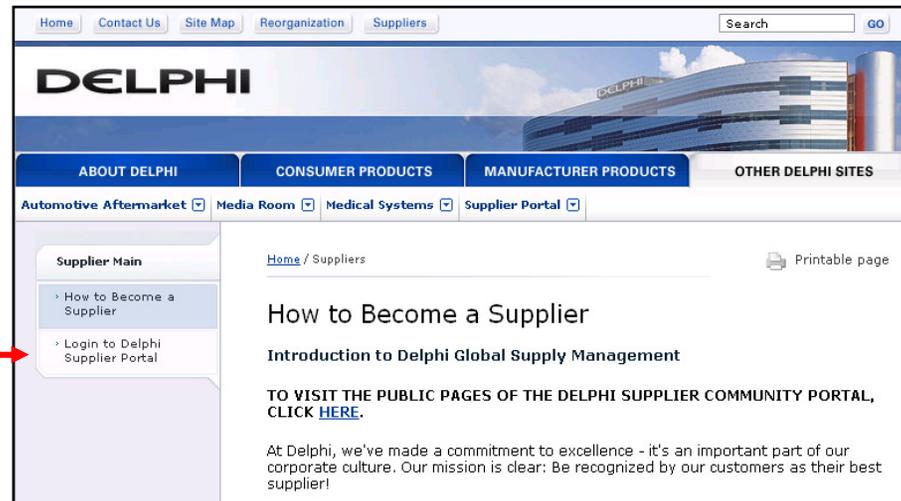
DELPHI

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



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

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*

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:

▼ Main
■ HOME

▼ Scorecard Categories
■ **QUALITY**
■ DELIVERY
■ COMPLIANCE
■ TECHNOLOGY

▼ Reports
■ COMMODITY REPORT

▼ Help
■ TRAINING MANUAL
■ HELP CONTACTS

Welcome to the Delphi Supplier Scorecard Application.

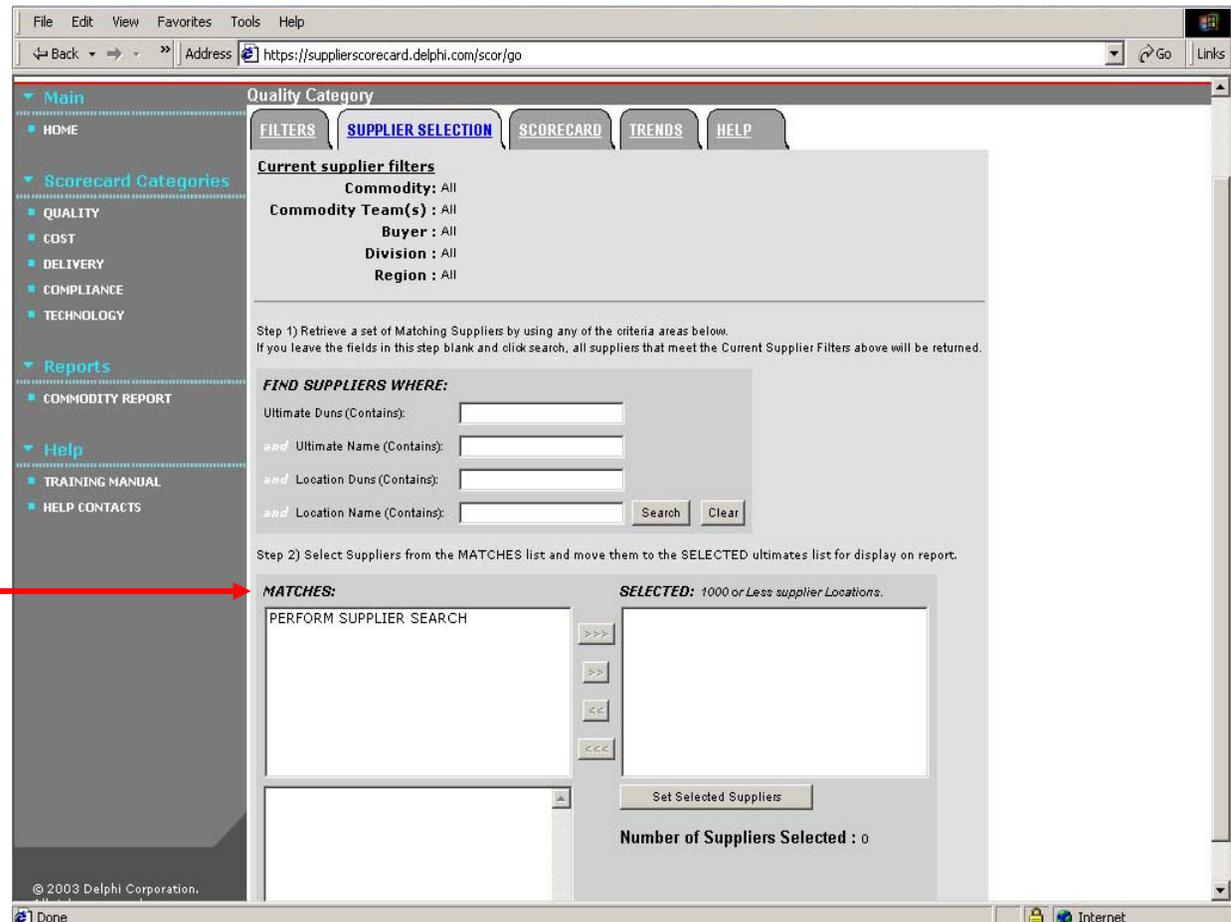
© 2009 Delphi Corporation. All rights reserved.



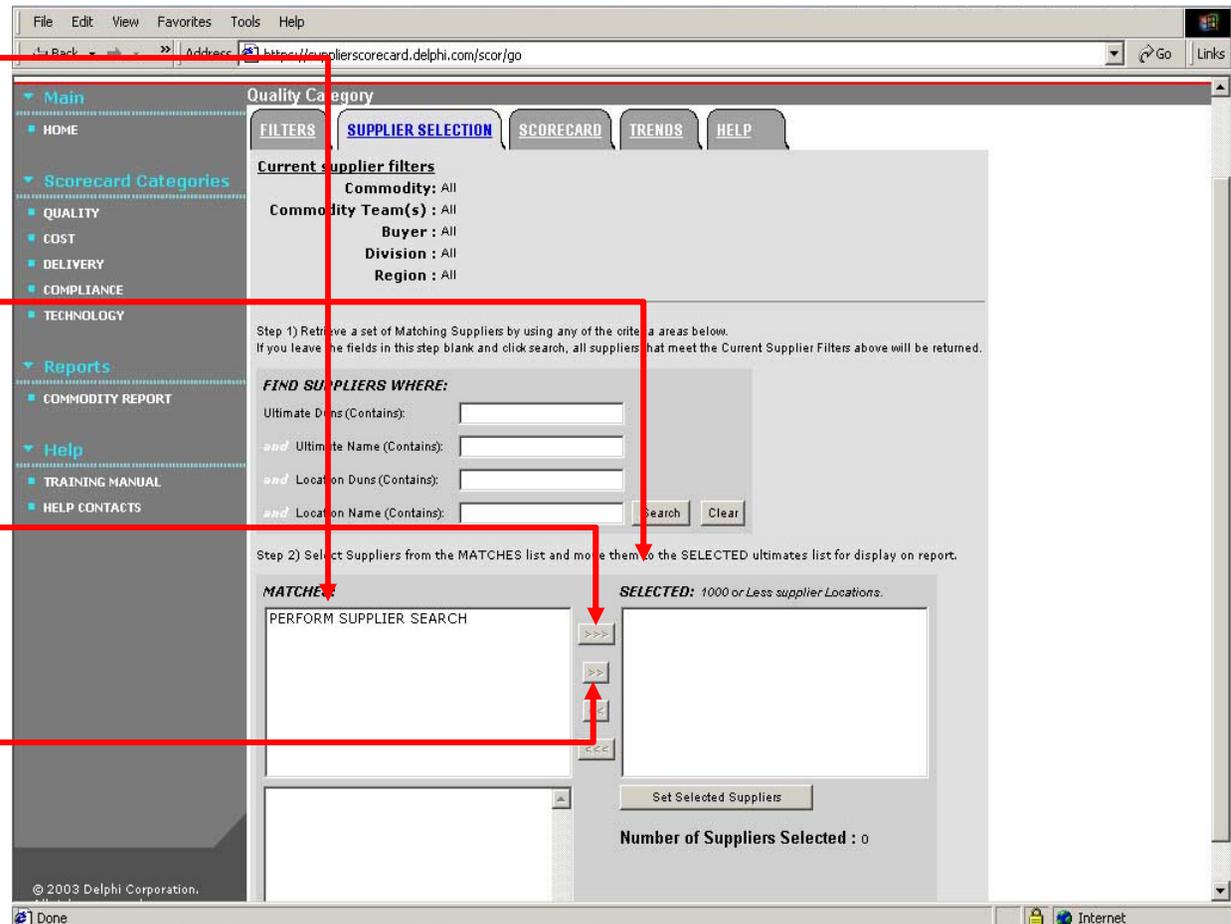
- ◆ Click on the **Supplier Selection** tab



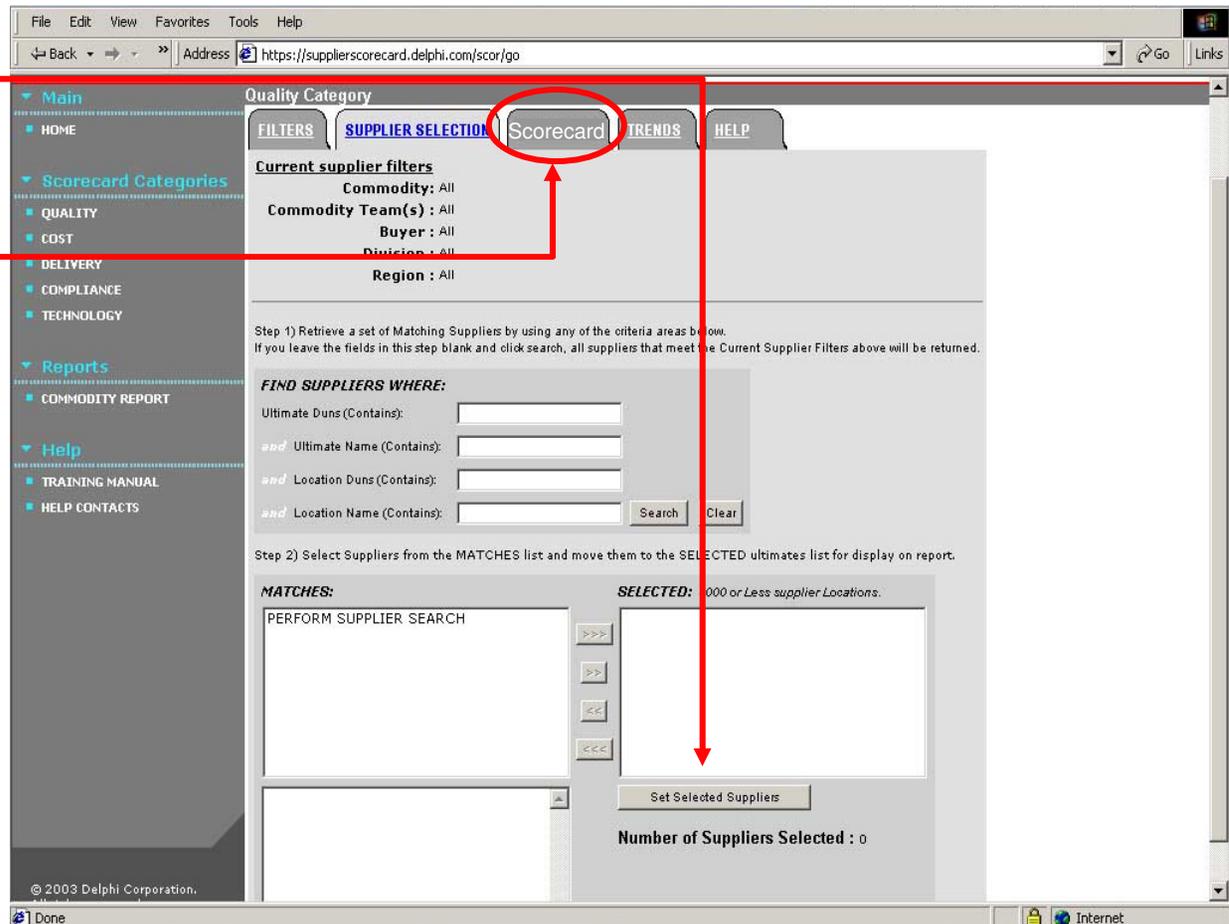
- ◆ Your information will appear in the **Matches** field



- ◆ 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



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



Delphi Quality Score Formula

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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: Year:

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 (certificates) by the last day of a given month will only be reflected in the following month's data load. It may take 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	Compliance Scorecard					
		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	●	●	●	

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

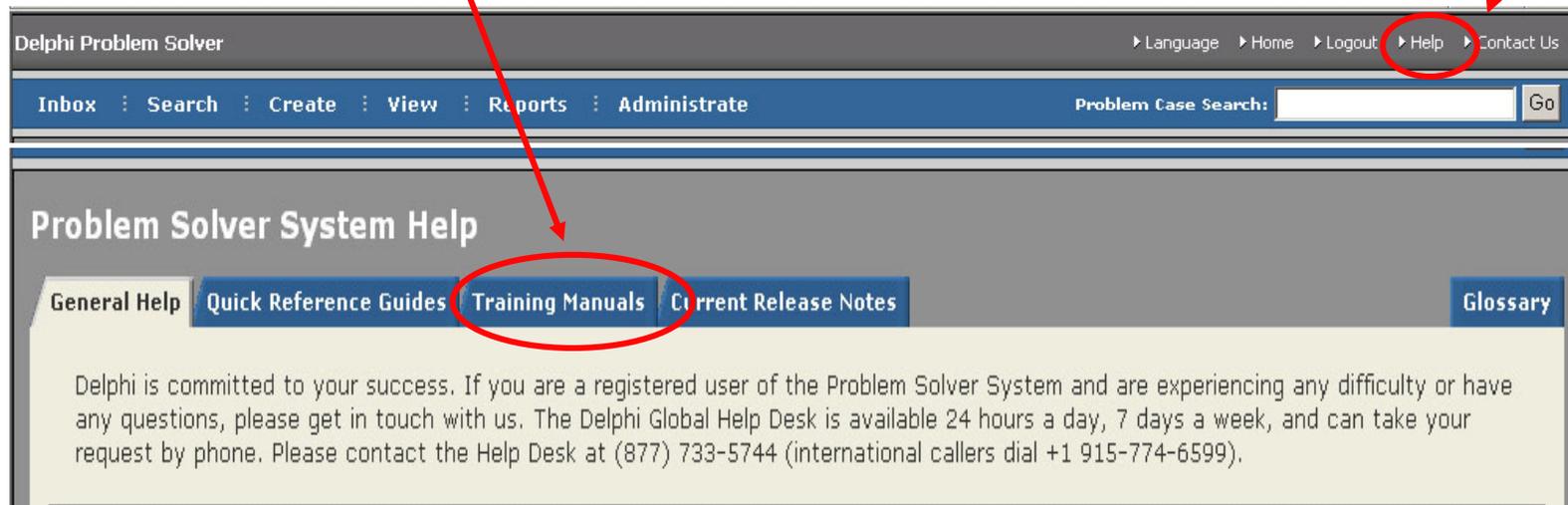
To Do My Open Case My Draft Cases Co-Work

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



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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

