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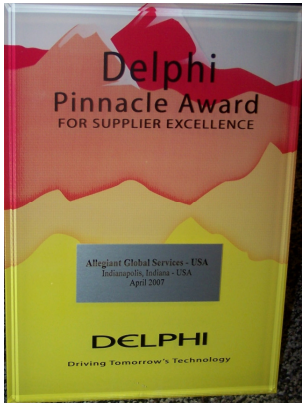
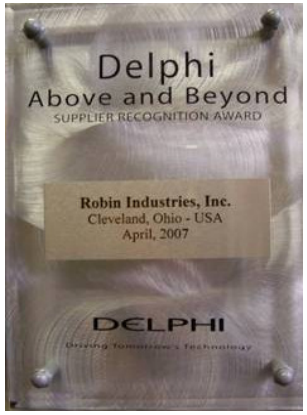
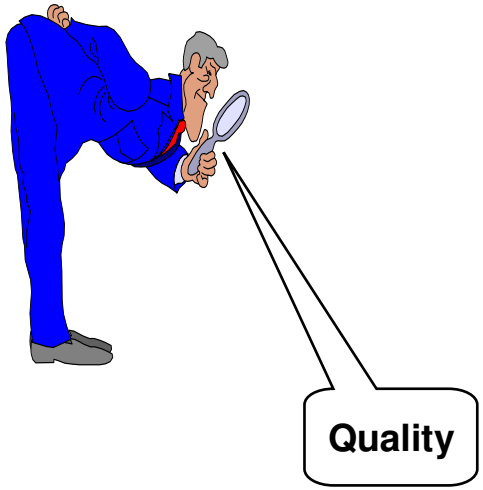
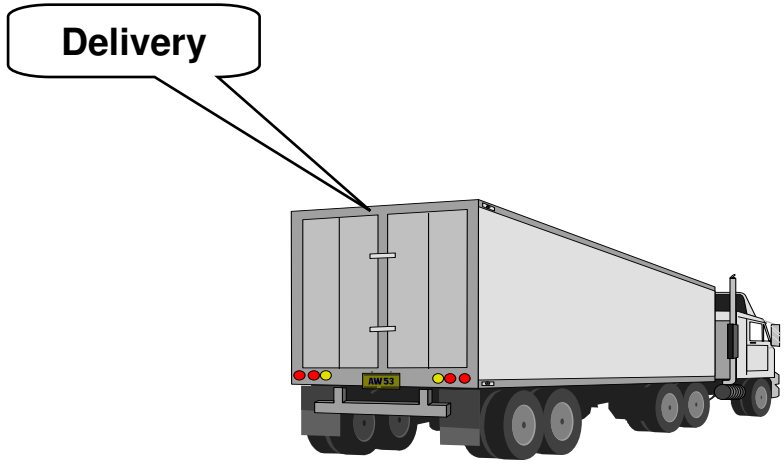
Supplier Scorecard









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Delphi Supplier Portal

- 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

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Delphi Supplier Portal

- 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

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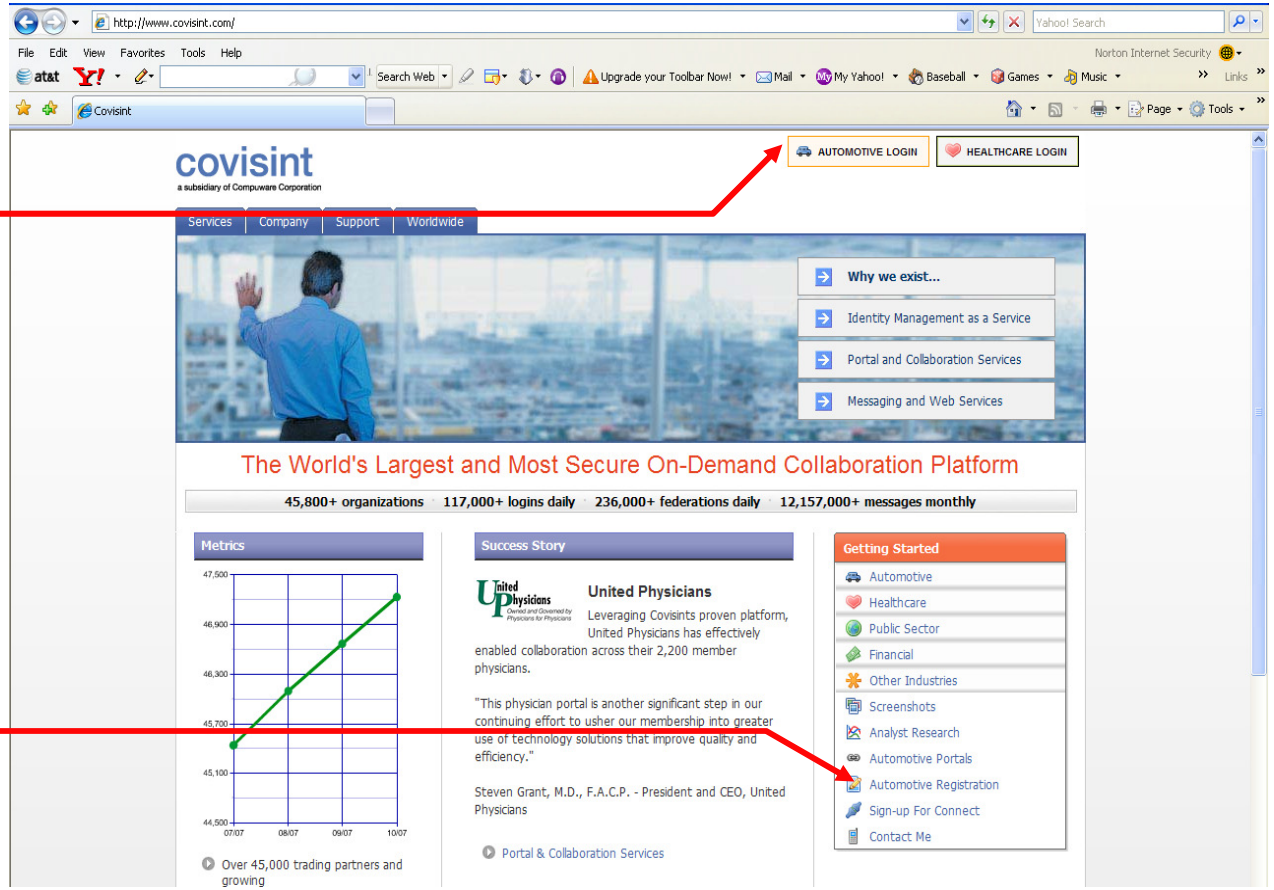
Covisint Web Site

- 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



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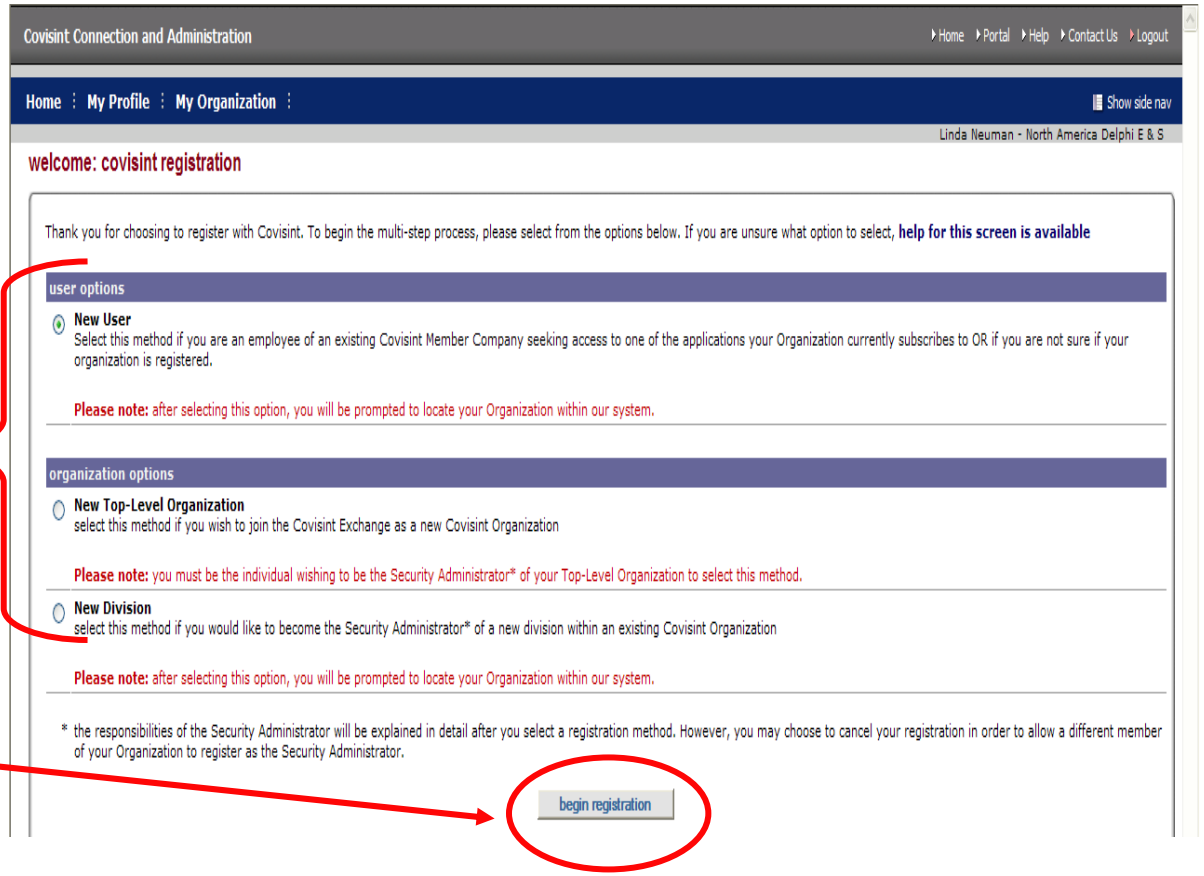
Covisint Web Site

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



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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.)

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Supplier Scorecard Elements

- 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

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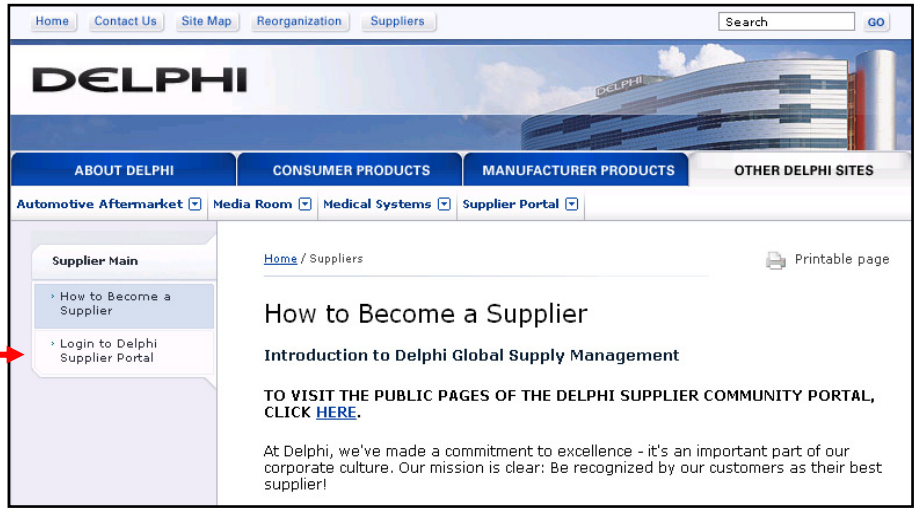
Supplier Scorecard Report

- 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

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 Supplier Portal

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

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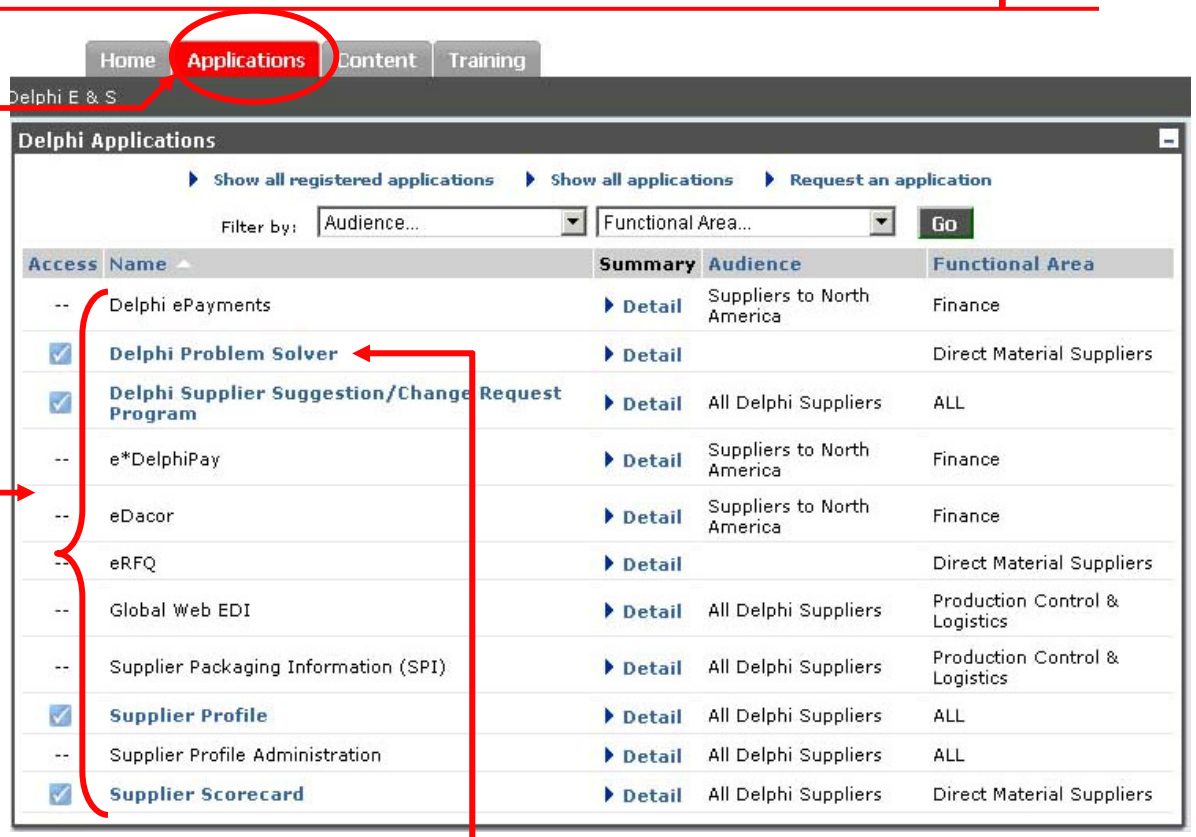
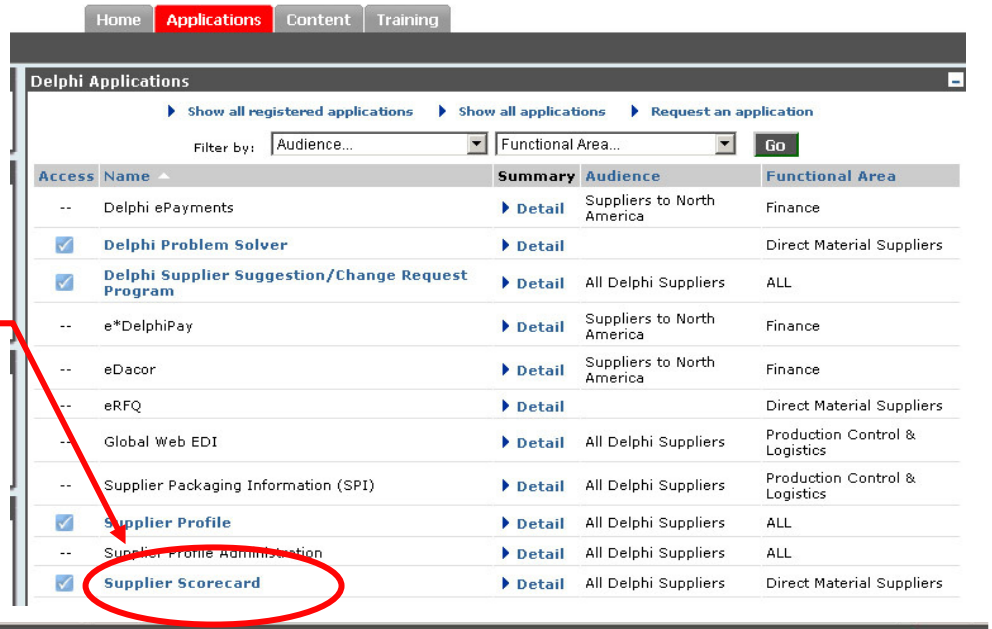
Delphi

- 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

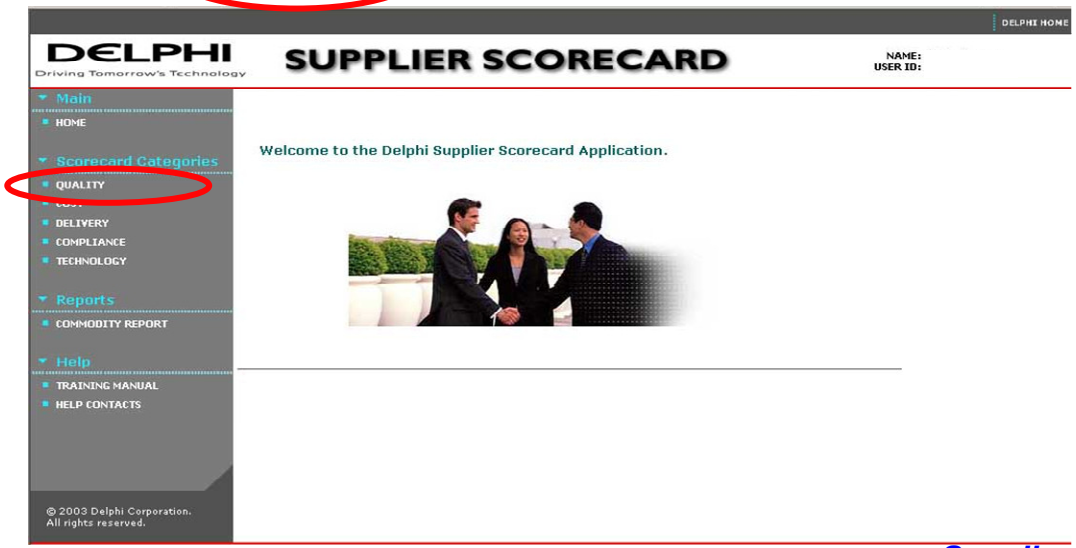


Delphi Supplier Scorecard

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

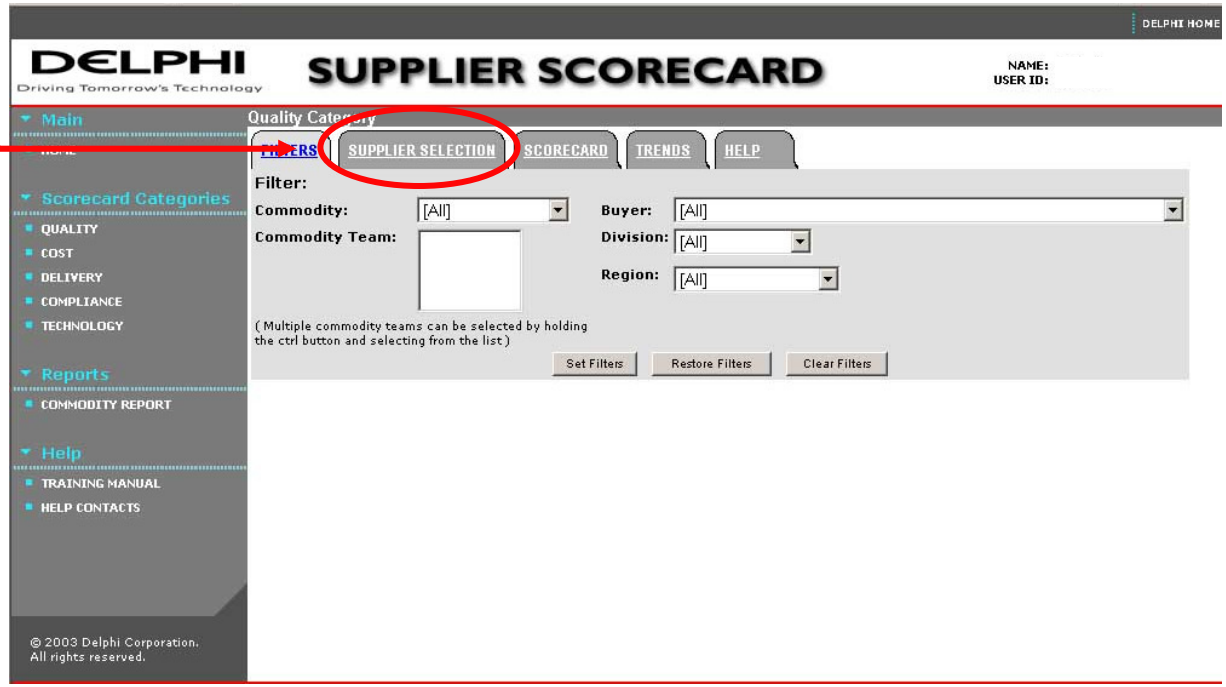


- The Supplier Scorecard screen will appear. Click on *Quality*



Supplier Selection

- Click on the **Supplier Selection** tab



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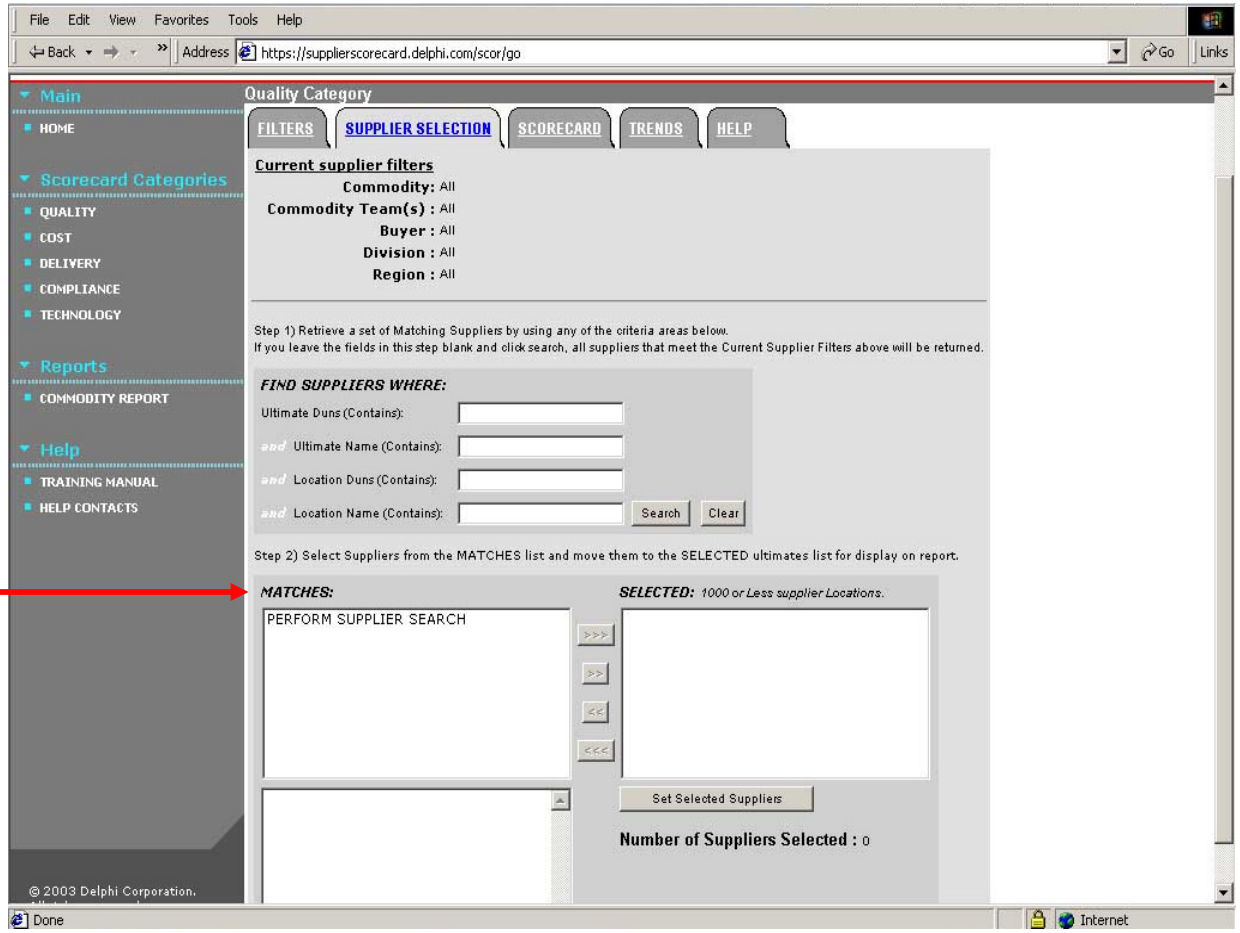
Supplier Selection

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



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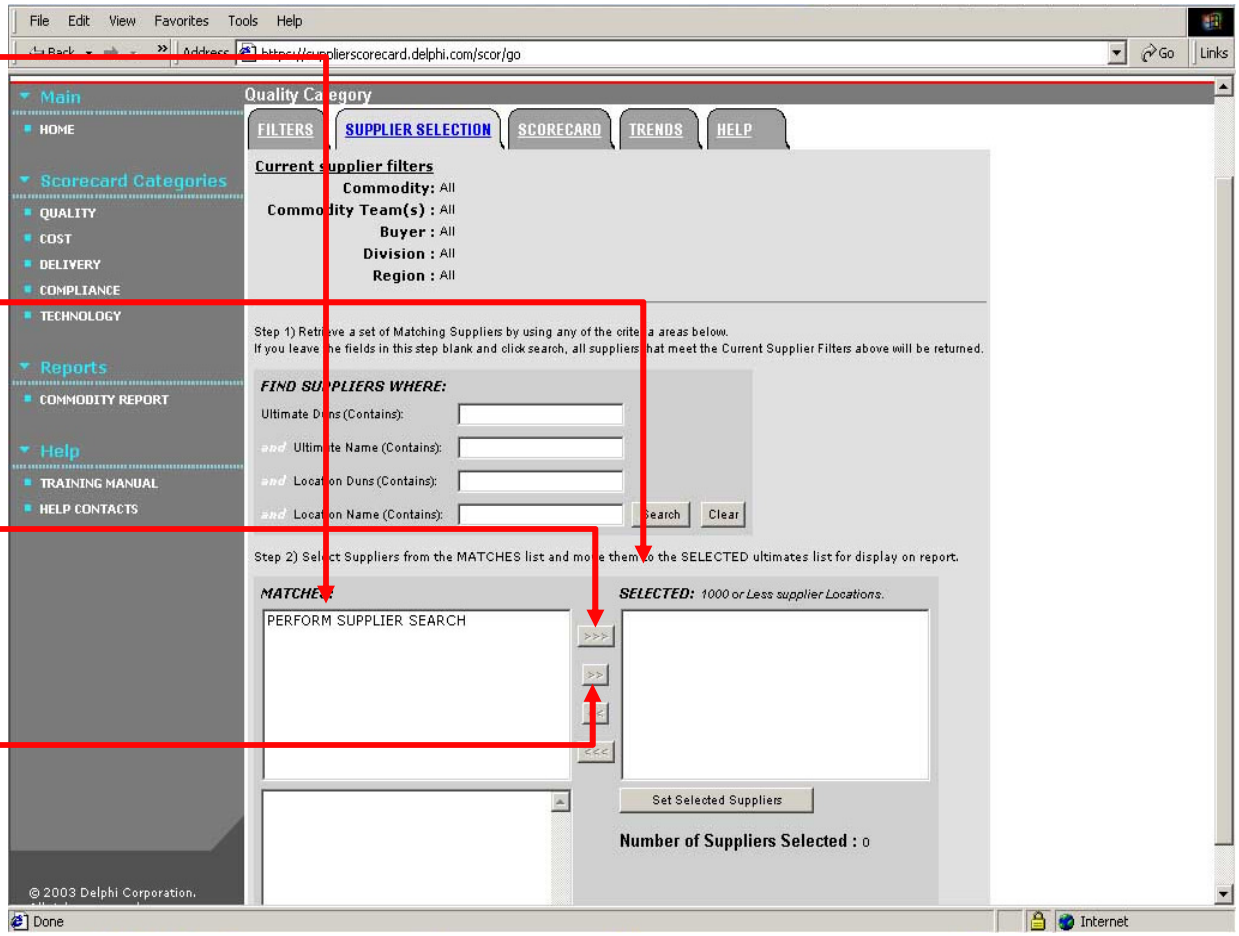
Supplier Selection

- 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



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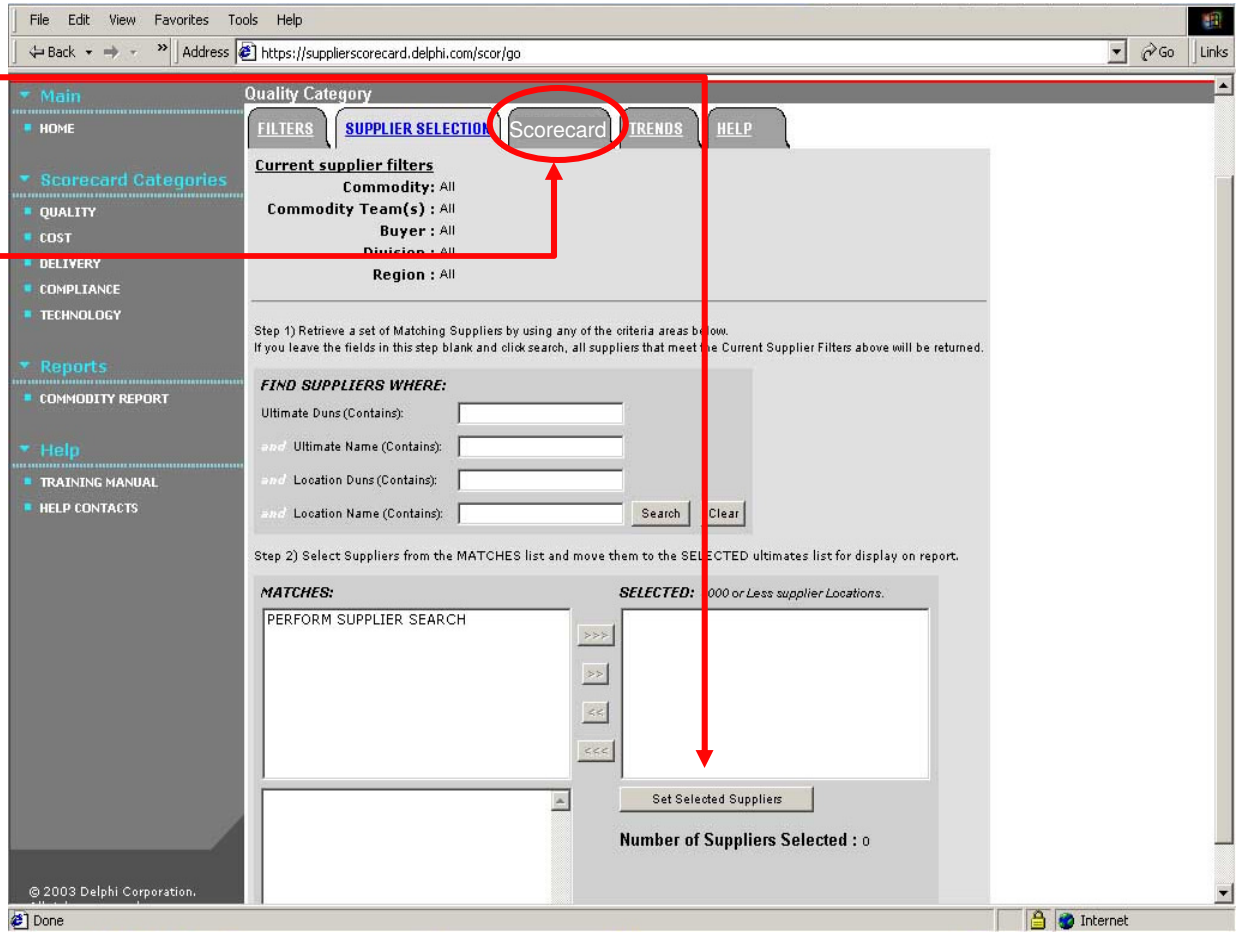
Supplier Selection

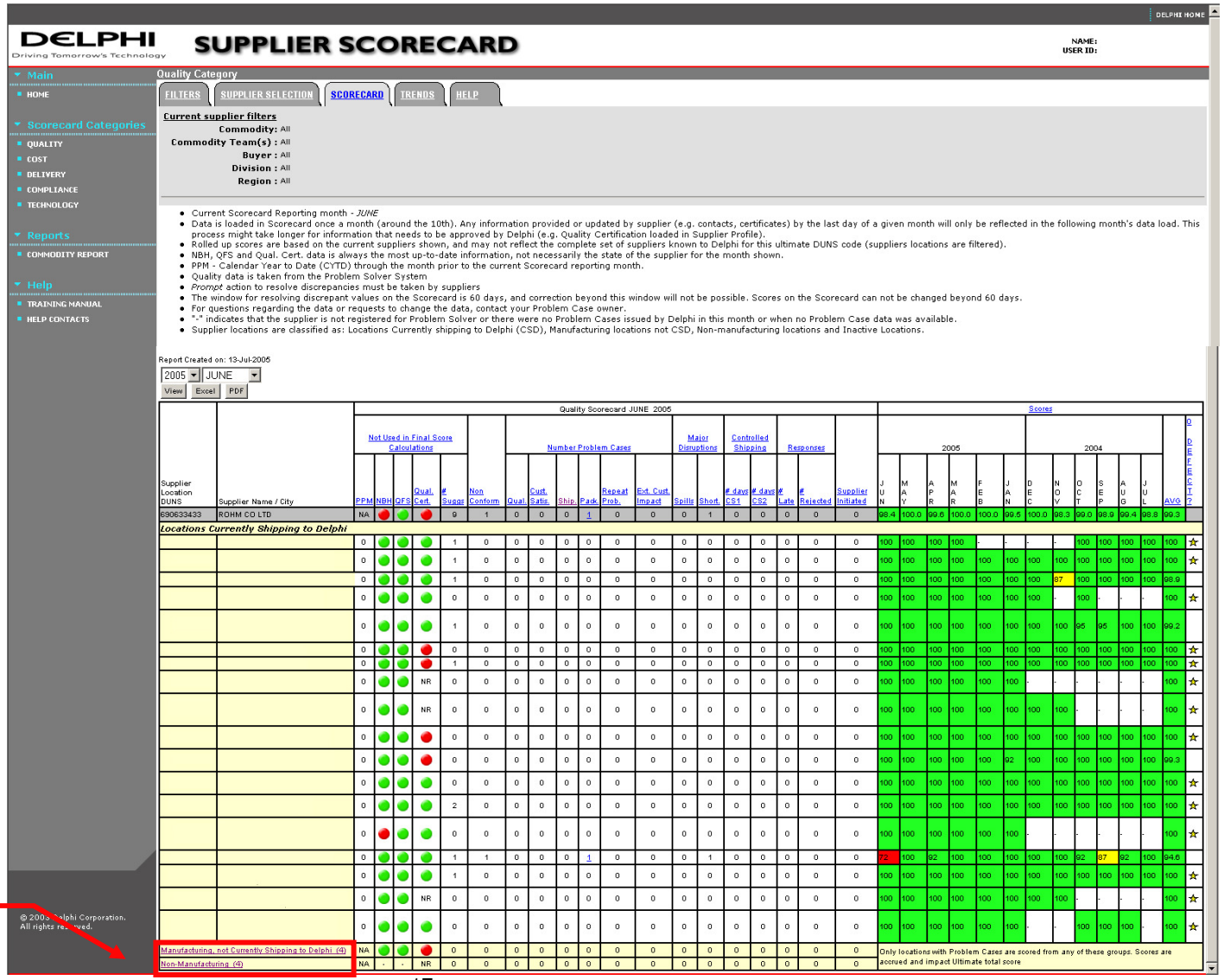
- Click **Set Selected Suppliers** tab to set suppliers
- Click the **Scorecard** tab



Delphi Quality Scorecard

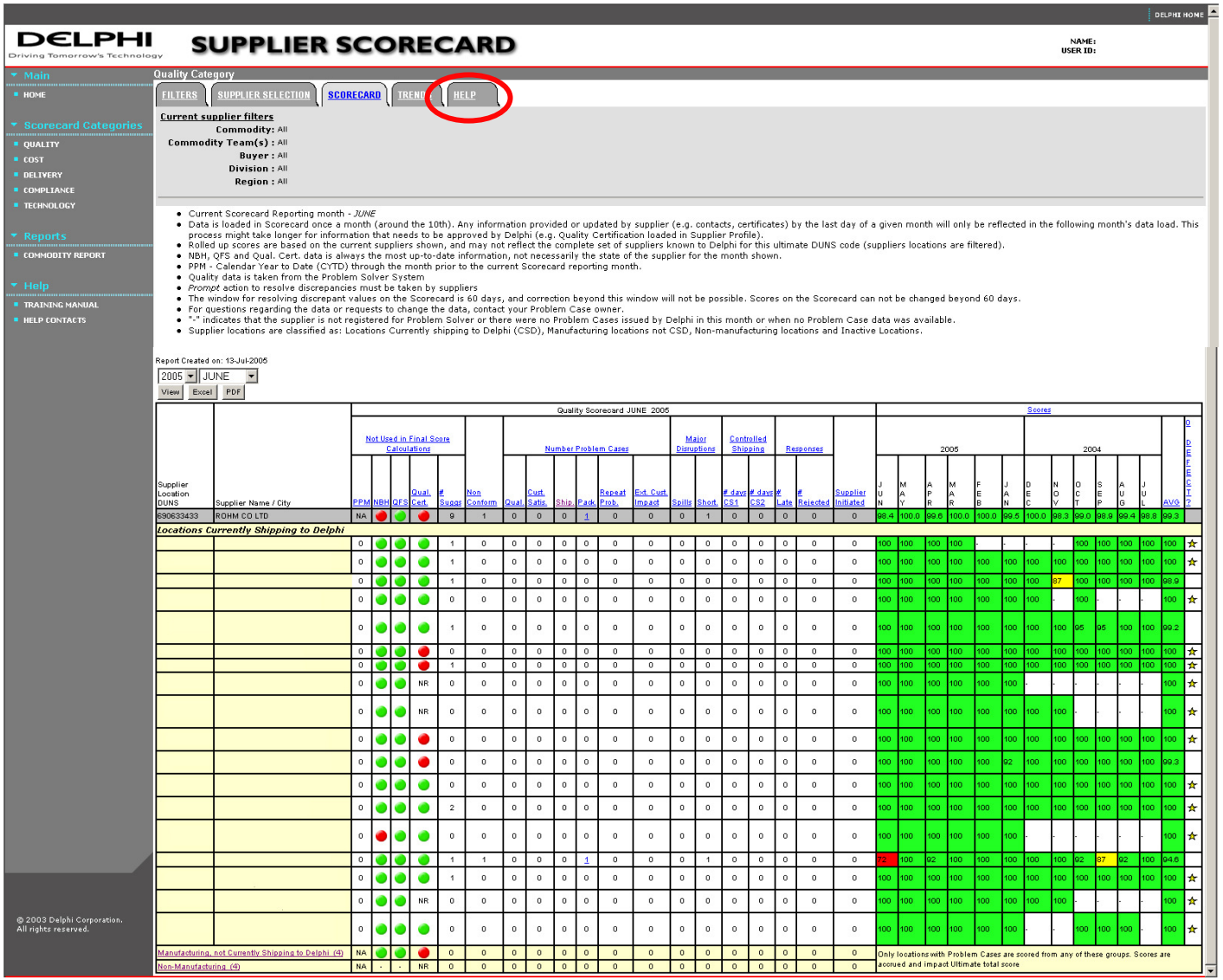
- The Delphi **Quality** Scorecard screen appears

- If text appears in the lower section, you need to correct



Delphi Quality Scorecard

- To move to the Delphi Quality Scorecard Formula screen, click on the **Help** tab from the Delphi Quality Scorecard



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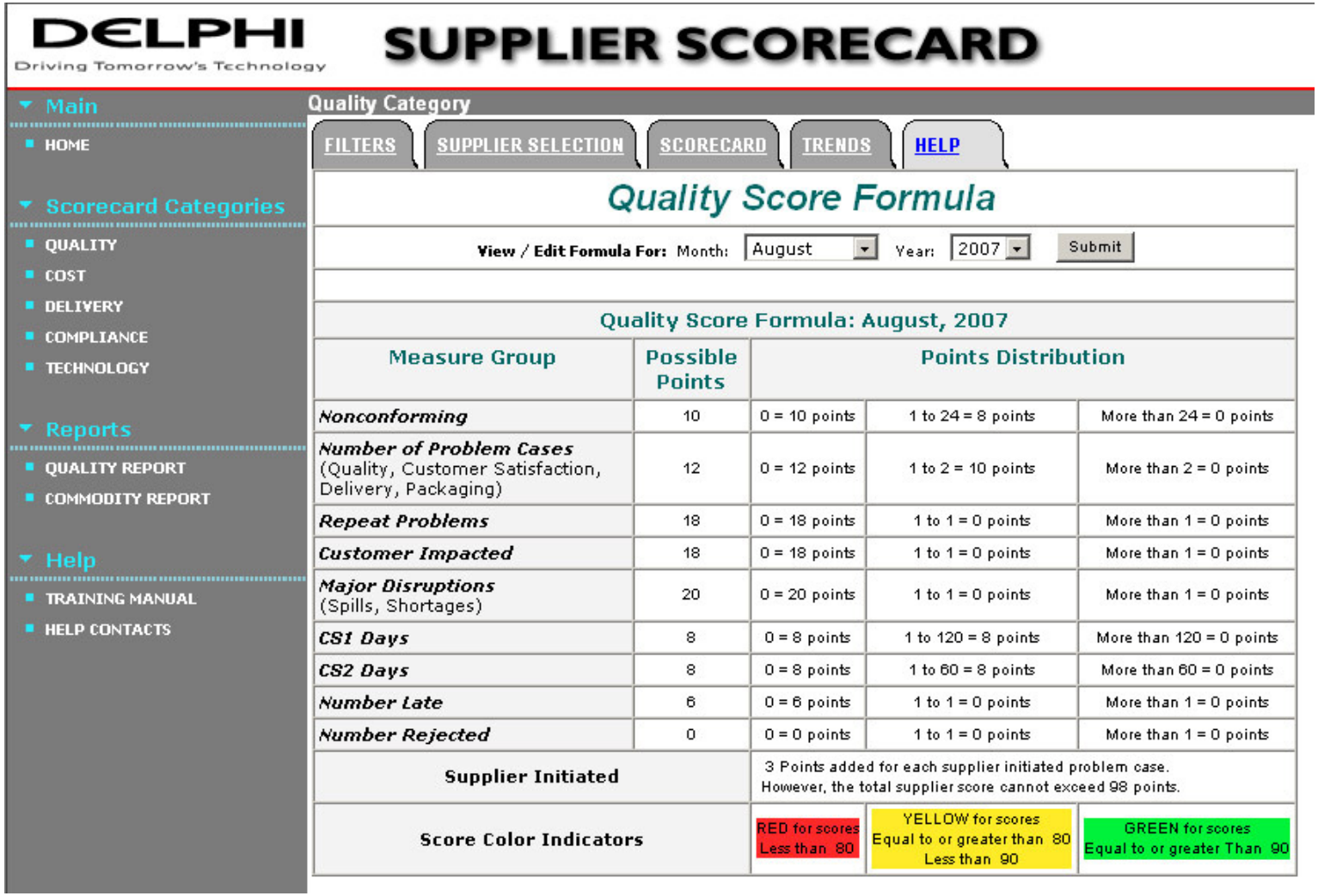
Delphi Quality Score Formula



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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		
Nonconforming	10	0 = 10 points	1 to 24 = 8 points	More than 24 = 0 points
Number of Problem Cases (Quality, Customer Satisfaction, Delivery, Packaging)	12	0 = 12 points	1 to 2 = 10 points	More than 2 = 0 points
Repeat Problems	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
Customer Impacted	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
Major Disruptions (Spills, Shortages)	20	0 = 20 points	1 to 1 = 0 points	More than 1 = 0 points
CS1 Days	8	0 = 8 points	1 to 120 = 8 points	More than 120 = 0 points
CS2 Days	8	0 = 8 points	1 to 60 = 8 points	More than 60 = 0 points
Number Late	6	0 = 6 points	1 to 1 = 0 points	More than 1 = 0 points
Number Rejected	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

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Delphi Problem Solver

Quality Score Formula

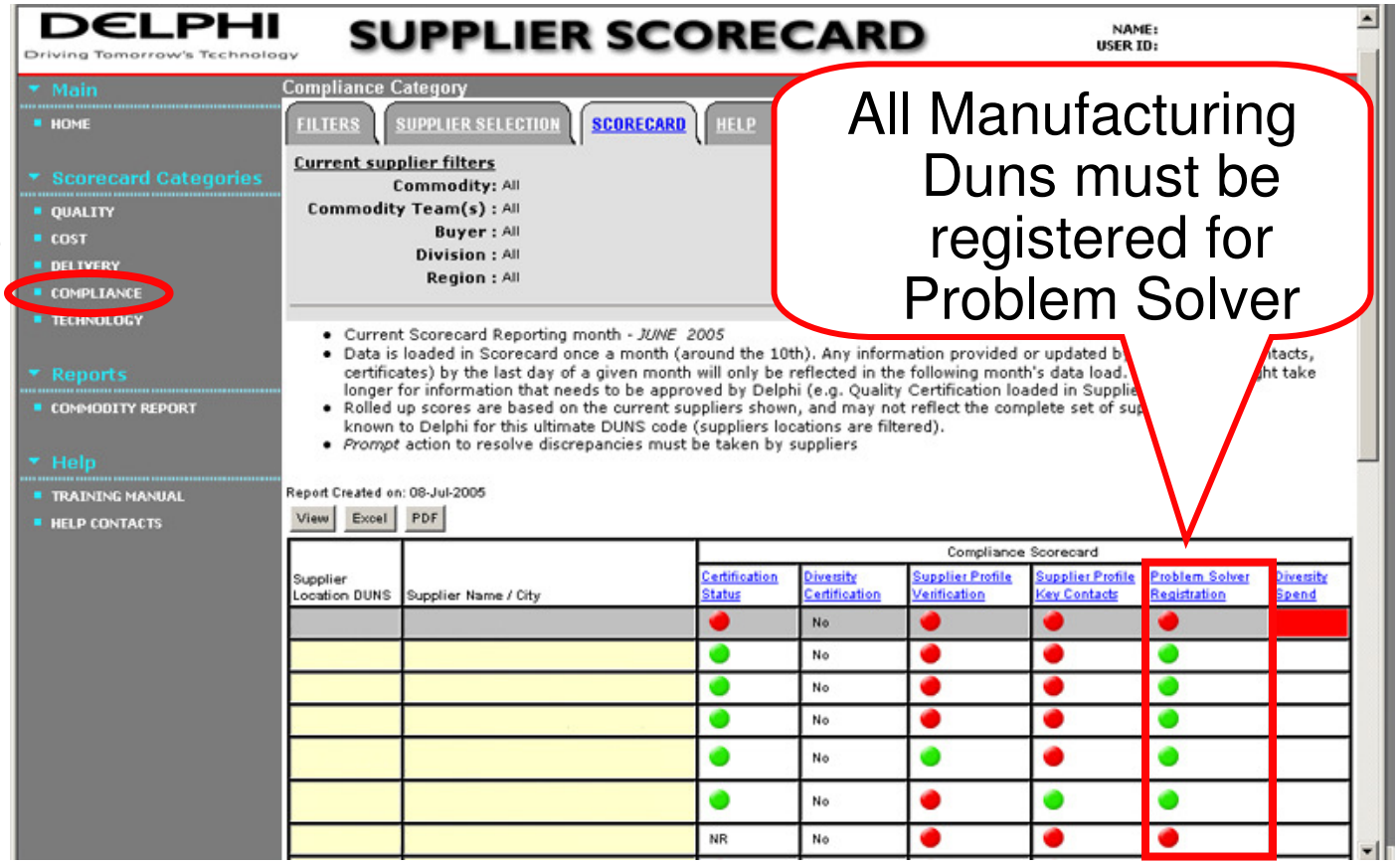
View / Edit Formula For: Month: August Year: 2007 Submit

Quality Score Formula: August, 2007

Measure Group	Possible Points	Points Distribution		
Nonconforming	10	0 = 10 points	1 to 24 = 8 points	More than 24 = 0 points
Number of Problem Cases (Quality, Customer Satisfaction, Delivery, Packaging)	12	0 = 12 points	1 to 2 = 10 points	More than 2 = 0 points
Repeat Problems	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
Customer Impacted	18	0 = 18 points	1 to 1 = 0 points	More than 1 = 0 points
Major Disruptions (Spills, Shortages)	20	0 = 20 points	1 to 1 = 0 points	More than 1 = 0 points
CS1 Days	8	0 = 8 points	1 to 120 = 8 points	More than 120 = 0 points
CS2 Days	8	0 = 8 points	1 to 60 = 8 points	More than 60 = 0 points
Number Late	6	0 = 6 points	1 to 1 = 0 points	More than 1 = 0 points
Number Rejected	0	0 = 0 points	1 to 1 = 0 points	More than 1 = 0 points

Compliance

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



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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

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Problem Solver Tool

- 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

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

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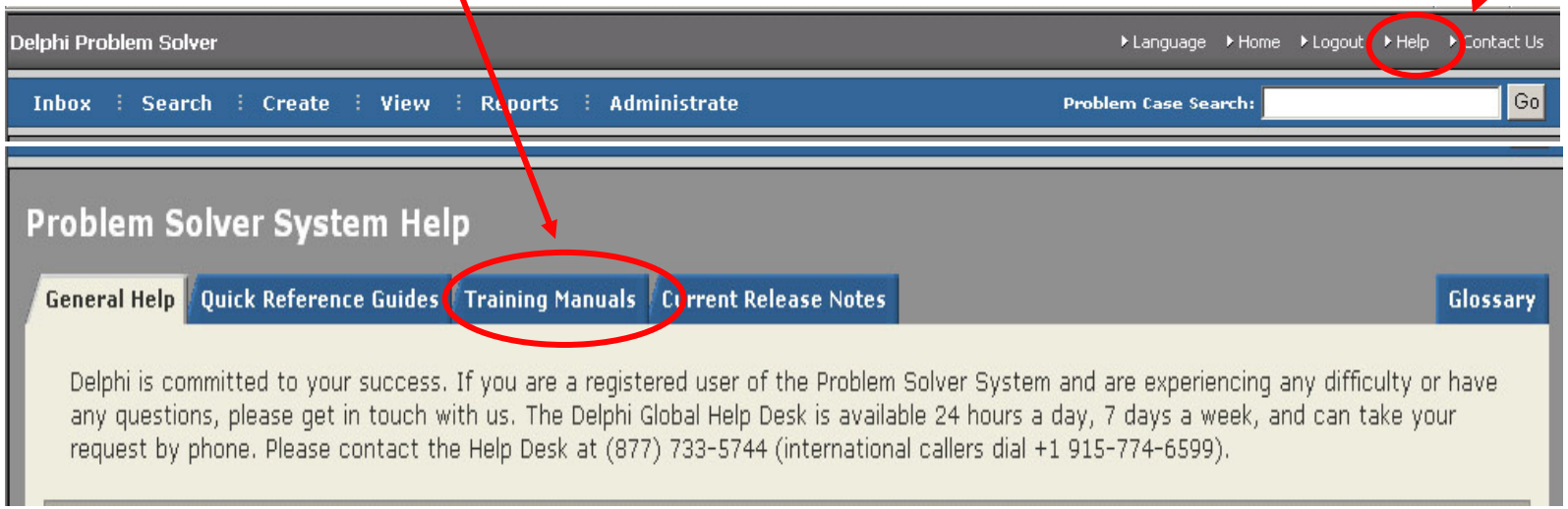
Problem Solver Tool

- 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