

# Supplier Assessment



The assessment of a supplier occurs on many levels:

- by evaluating the **quality of deliveries**, by initial inspection (iQ-EMP), by standard receiving inspections (iQ-WEP), by event driven receiving inspections (iQ-EWEP), and by repeated inspections
- by evaluating all **complaints** about supplier parts that have been discovered while mounting etc. or by customer complaints
- by supplier **audits**, and by evaluating the supplier's results of the previous year and estimating the potential for the following year. These estimates are performed by the departments of purchasing, construction, logistics and quality assurance (iQ-AUDIT)

All individual modules supply compacted data about the supply quality to the modul iQ-LIEFBEW. Evaluation can be performed according to different aspects; standard surveys and statistics are available. They cover the most frequently used standard evaluations. Furthermore the user can answer his own questions in overviews, graphics or forms by using the module iQ-INFO.

## General views

There are different perceptions

- delivery history of a supplier
  - supplied items of a supplier; single or summarized for a period
  - delivery reliability regarding items of a supplier
  - all supplies with a summary of the results
- delivery history of an item
  - all suppliers of an item with quality evaluation
  - monthly evaluation
  - hit list of suppliers
  - comparison of the delivery reliability of the suppliers

## Inspection-based Quality Evaluation

- initial inspection
  - reason of the inspection, e.g. primary delivery, new update index
  - summarized measurements for each characteristic
  - sample size
  - reference to the inspection order
  - use decision for functions and material, total use decision
- receiving inspection, event controlled and reviewed inspections
  - inspection order, inspection plan
  - summarized measurements for each character
  - events that came up during inspection
  - reference to the inspection order
  - **several different material dispositions** for each use decision
  - presentation of quantity, disposition (free, for repair, to be sent back) and reason of complaint
  - standard texts

- overviews of all inspection orders regarding the part/supplier relation; **complete history of all deliveries**
  - initially received parts
  - deliveries
  - Skip lots, not inspected supplies
  - reviewed inspections
  - event driven inspections
- evaluation of one/of all suppliers for one part/for all parts
- key quality data (VDA, Bosch)
  - supplier reliability
  - monthly statistics about QKZ, ppm
  - **ppm preconditions**
  - ppm statistics, compared with precondition
- Summarized evaluations for one supplier includes:
  - **supplier reliability**
    - appointment
    - quantity
    - price

All inspections for supplier/part (Produktion 2.1b /)

supplier : L1 Ladendorf GmbH  
part : M1 Steering gear box

WE-number	Date	quan. delivery	kind	met	QKZ	ins.method	inspection plan	var.	en.rev.
EM100039	21.03.00	1	II	STA			DEMO1-EMP		01
WE101092	20.01.00	102	RI	PER	100.0	0	ZEICHNUNG		01
WE101090	20.01.00	101	RI	PER	100.0	0			
WE101088	20.01.00	100	RI	PER	100.0	0	ZEICHNUNG		01
WE101074	24.08.99	3500	RI	PER	100.0	20	DEMO1-WEP		01
WE101072	16.08.99	3000	RI	PER	99.9	20	DEMO1-WEP		01
WE101070	12.08.99	3000	RI	PER	100.0	0			
WE101053	27.07.99	3000	RI	PER	100.0	0			
WE101050	27.07.99	3500	RI	PER	100.0	0			
QM0807	27.07.99	3	RI	FUO	0.0	3	DEMO1-WEP		01
WE101045	15.07.99	3000	RI	PER	100.0	20	DEMO1-WEP		01
WE101043	15.07.99	500	RI	STA	99.9	32	DEMO1-WEP		01
WE101040	28.06.99	3000	RI	PER	100.0	20	DEMO1-WEP		01
WE101036	07.06.99	3000	RI	PER	100.0	0			
WE101032	20.05.99	4000	RI	PER	100.0	0			
WE101026	05.05.99	3500	RI	PER	100.0	0	DEMO1-WEP		01
WE101018	21.04.99	3000	RI	PER	100.0	0	DEMO1-WEP		01
WE101014	07.04.99	3500	RI	PER	100.0	0			

cancel WE    long-time statistic    change dynamics



- **quality**
  - initially received parts
  - serial parts
  - reclamations
  - customer complaints
- service, audit
- **Bosch method**
  - consideration of initial inspections, receivings, production and customer complaints
  - ranking by control parameters

- evaluations according to the Bosch method
  - cycle time of the inspection lots
  - overviews for items with ppm defaults
  - delivery overviews for free statistical evaluations (export) with several selection criteria
  - monthly statistics about complaints/comparison of suppliers
- user-defined evaluation; the customer can create statistics, graphics, forms and reports using the CRYSTAL REPORTS reporting software

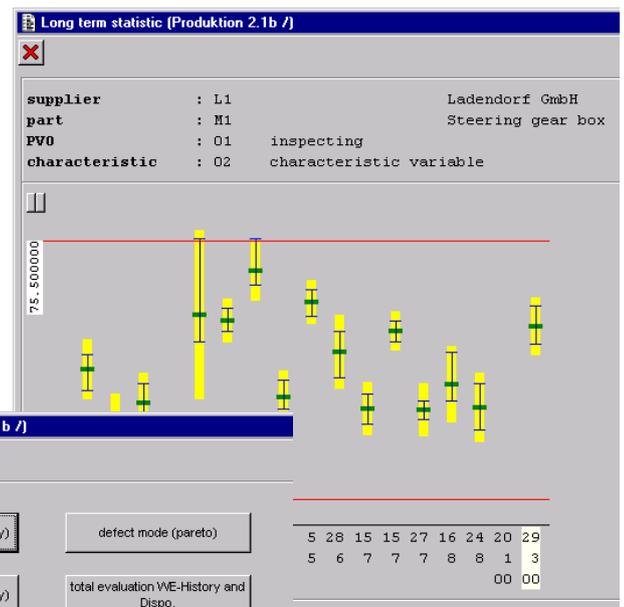
### Multiple Statistical Evaluations

- key quality data of the realations between suppliers and items on a monthly basis (and via versa)
- monthly statistic for ppm evaluations
- Pareto analysis for type of failure
- total evaluations about history and disposition
- list of the worst parts

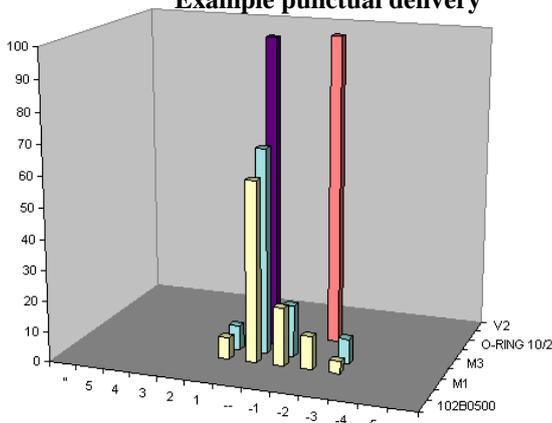
Full supplier assessment (Produktion 2.1b /)

supplier	: L1	Ladendorf GmbH		
critereon	evaluation	class	per cent	weight pts.
conf. of punct.	: 100.0	A	20.0	20
price	: 95.0	B	20.0	20
quality	: 99.2	A	50.0	50
services	: 95.0	B	10.0	10
total evaluation	: 98.1	A		100

Buttons: conf. of punct. | price | quality



Example punctual delivery



Evaluations (Produktion 2.1b /)

Buttons: GKZ supplier to part (monthly), GKZ part to supplier (monthly), ppm supplier to part (monthly), ppm part to supplier (monthly), runtime inspection lot, defect mode (pareto), total evaluation V/E-History and Dispo., worst part list, QSP0602 evaluation

**Long-time evaluation for an individual feature**

**... and further evaluations**

