



ISG Atlanta

## SUPPLIER PERFORMANCE DASHBOARD

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### Document Change Sheet

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Revision	Date	Description of Change	Change Reason
A	4/21/10	Initial Release	
B	3/1/10	Section 4.6 add Trend Chart information: IMR, X-Bar, SPC, Cpk charts. Add Section 4.12 FAI Submission instructions	Procedure Update – add new requirements
C	9/7/11	Change to Supplier Dashboard section 10 format	Update procedure

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## 1. PURPOSE

The Supplier Performance Dashboard (SPD) form (Appendix 1) is used to track a supplier's progress toward achieving quality and other business goals established by NCR.

## 2. SCOPE

This form will be sent to suppliers:

- having gaps identified during the Supplier Quality System Assessment that still need to be closed and validated
- that had the most opportunity for PPM improvement by commodity for the previous quarter

## 3. RESPONSIBILITY

The Supplier Quality Engineer (SQE) is responsible for:

- sending the Supplier Performance Dashboard to the supplier
- requesting that the supplier complete sections 1-9
- completing sections 10-11
- requesting that the supplier update sections 1-9 on a monthly basis (at a minimum) until all action items have been closed
- submitting the completed SPD to the Supplier Quality Data Analyst by the 3<sup>rd</sup> calendar day of the month
- assisting the supplier with any questions they may have

The supplier is responsible for:

- completing sections 1-9 of the Supplier Performance Dashboard
- updating sections 1-9 on a monthly basis (at a minimum) until all action items have been closed
- contacting the SQE with any questions they may have

## 4. INSTRUCTIONS

***Comments have been added in some cells to provide information that is useful for completing this form. Cells with comments have red indicator triangles in the upper-right corners. If you rest the pointer over a cell that has an indicator, the comment will appear.***

***If additional space is needed to complete this form, please attach separate sheet(s).***

### 4.1 SECTION 1: Key Updates for This Month:

Enter significant events that occurred **and** the impact to NCR. Examples include: new equipment, change to the process, new or changed sub-tier supplier, etc.

#### **4.2 SECTION 2: Continuous Improvement Projects**

Enter total action items, open action items, and completed action items for short-term continuous improvement projects created to drive down PPM on NCR specific failure modes, as well as failure modes internal to the supplier. Projects should be associated with issues identified on one of the 3 Pareto Charts referenced in section 4.7. Attach project files to show evidence of project progress or completion.

#### **4.3 SECTION 3: Six Sigma / DMAIC Projects**

Enter total action items, open action items, completed action items, and yield/cost impact for longer-term Six Sigma / DMAIC projects created to drive down PPM on NCR specific failure modes, as well as failure modes internal to the supplier. Projects should be associated with issues identified on one of the 3 Pareto Charts referenced in section 4.7. Once the solution has been identified, it must be implemented across all NCR part numbers (if applicable). Attach project files to show evidence of project progress or completion.

#### **4.4 SECTION 4: Supplier Quality Assessment**

Enter total actions items, open action items, completed action items, and percent of actions completed on time for corrective actions identified during the Supplier Quality System Assessment. Attach supporting documents as evidence that the corrective actions were completed.

#### **4.5 SECTION 5: New Parts /NPI**

Enter the NCR part number, supplier part number, ship acceptance date (SA date), project / program name, and status of all new parts being qualified.

Status refers to the target date (provided by the SQE) that each part should be released for NCR production:

- PQ = Part was qualified by the target date (cell will turn green when entered)
- PO = Part is on schedule to be qualified by the target date (cell will turn yellow when entered)
- PN = Part will not be qualified by the target date (cell will turn red when entered)

#### **4.6 SECTION 6: Trend Charts**

- Cumulative Yield  
Insert a 26-week trend chart of an internal process or tools used for production. Trend chart should show whether or not process is improving, remaining stable, or declining.
- Critical test / process yields trend chart  
Insert a 26-week trend chart of testing on a critical process (as determined by an NCR SQE).
- I-MR, X-BAR, SPC and Cpk charts  
Those charts need to be on all critical dim per NCR spec and/or dim associated with mfg tooling wear and tear.

#### **4.7 SECTION 7: Pareto Charts**

Insert the following 3 Pareto Charts using data from the previous 13 weeks:

- Top escapes to NCR
- Cumulative Yield (based upon trend chart in section 6)
- Critical Test / Process Yields (based upon trend chart in section 6)

#### **4.8 SECTION 8: SCAR Tracking**

Enter the SCAR number, date opened, NCR part number, supplier part number, description, and status for each SCAR.

Status refers to the agreed upon date that the SCAR will be closed.

- SC = SCAR is closed (cell will turn green when entered)
- SO = SCAR is on schedule to close by the agreed upon date (cell will turn yellow when entered)
- SN = SCAR is not on schedule to close by the agreed upon date, or the supplier is missing something that requires escalation to resolve (cell will turn red when entered)

Attach 8D Problem Solving Worksheet and 5-Why Analysis (if applicable).

#### **4.9 SECTION 9: ECN/PCN Tracking**

Enter the Engineering Change Notice (ECN) / Process Change Notice (PCN) number, date opened, NCR part number, supplier part number, change description (attach file if applicable), status, and whether or not the ECN/PCN was approved or disapproved. All PCNs / ECNs should be approved / disapproved within 90 days.

Status refers to approval of the ECN / PCN:

- CA = Change approved (cell will turn green when entered)
- CE = Change is currently being evaluated (cell will turn yellow when entered)
- CD = Change was disapproved or there is a problem (cell will turn red when entered)

Attach approval/disapproval information.

#### **4.10 Supplier Scorecard (entered by SQE)**

Enter the Quality PPM.  
Enter SCAR quantity  
Enter Field Failure Incident quantity

#### **4.11 NCR PPM Trend Chart (entered by SQE)**

Insert a 26-week NCR PPM trend chart.

#### **4.12 FAI submission once a year on all PNS**

**4.12.1 This submission is to assure that all PNs have one submission per year of all dim measurements. The supplier should provide a time line of all PNs**

**submission in order to spread the submission. New 2011 PNs will be base  
on yearly anniversary**

**5. ASSOCIATED DOCUMENTS**

<b>10.1</b>	8D Problem Solving Worksheet	497-0469020
<b>10.2</b>	5-Why Analysis	497-0469019

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## APPENDIX 1



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supplier performance