
Supplier Training

Supplier Scorecards

12/27/23



Manufacturers of Controls for Land Based Turbines • Aircraft • Defense • and Oil Industries

TACTAIR

Supplier Scorecards

At both Young & Franklin and Tactair, our goal is to work with our suppliers to help avoid problems and continuous improvement.

We have recently updated our ERP System to be able to provide scorecards on a more timely basis. This document will explain our process, and explain how we like to use them to identify issues and prevent recurrence.

Note: This document is for reference only and does not supersede official communication



Supplier Overall Ratings

A Supplier's overall rating is based upon your rolling average performance for 4 quarters for both quality and delivery.

- **Fully Approved status:**
Quality must be 98.5% or greater and Delivery must be 95.0 % or greater.
- **Conditionally Approved status:**
If either Quality is 90.0% to 98.4% or Delivery is 85.0% to 94.9%.
Suppliers should address issues preventing them from achieving Fully Approved Status.
- **Restricted status:**
If either Quality is below 90.0% or Delivery is below 85.0%.
Suppliers with restricted status won't be considered for new parts without management approval. This status requires feedback to your Buyer on any missed deliveries or rejections that occurred in the last Quarter.



Quality

- **Percent Lot Accepted** is our primary quality metric.
- **Your performance for the last 4 Quarters and the rolling average is listed.**
- All issues count in this metric.
 - We do not distinguish between major and minor.
 - A “minor dimensional issue” could have major business or safety consequences.
- The Detail report lists all the rejections for the 4 quarters. It also tracks CAR due dates, response date and date closed.
- SCRs (formerly SDWRs) are not included in % Lot Accepted and are not currently being listed in these scorecards.



Quality –DMRs

- We group DMRs into different defect categories to help us identify and address systemic issues.

	Count
	Damage
	Dimensional
	Does Not Function
	Identification
	Material
	Processing
	Paperwork
	Unapproved Supplier
	Other



Delivery

- **Percent On-time To Promise** is our primary delivery metric.
- **Your performance for the last 4 Quarters and the rolling average is listed.**
- We measure OTD to your original promise date and or acknowledgement.
- We only change the promise date for Tactair/Y&F issues (ie. we fail to provide material on-time, SCR response delay for on-time parts, drawing issues, and expediting of other parts).
- The detail report lists all late orders but only those that are 3 working days late or greater impact your delivery score. If you ship separate lots each lot is counted.
- We want to understand the reasons behind late deliveries to improve this metric.



Weekly Status Report

Our Auto-email Open Order status reports are sent out Thursday and responses are due back by end of business Monday. E-mail your response to purchasing@tactair.com and **copy your buyer**.

Send us detailed updates on all orders, quotes and CARs due within 8 weeks. Include ship date and tracking numbers for orders that have shipped.

Be sure to review all open orders to verify you have received and processed. Notify your buyer immediately if you are missing any.

Your updates are critical to our production planning.



≡ Responsiveness ≡

We also rate responsiveness as a team subjectively.

We rate each of the following categories with a score of 0 to 10 points with 10 points being the best possible.

- Returns phone calls and emails promptly
- Proactive on Potential Issues
- Quick Quote turnaround, proactive for new potential business
- CAR responses
- Quality surveys/annual review response

We share this information with you for continuous improvement.



≡ Scorecard Response Expected from Supplier ≡

- Review data thoroughly.
- Contact your buyer with any questions.
- If your overall status is restricted you need to provide us feedback for any issues that occurred in the current quarter: reasons for late deliveries and quality issues and advise any internal prevention measures implemented to prevent reoccurrences.
- Provide feedback to your buyer within 2 weeks of receipt. Also include updates on open issues (see notes in comments), current lead-times, capacity and company personnel changes.
- Show continual improvement in performance results.



Continuous Improvement

- Although we will use the scorecards to help us make sourcing decisions, our primary focus is continuous improvement.
- We are looking for supplier responses with plans to meet or exceed our targets and show visible improvements.
- If you have any questions or suggestions about the metrics and data integrity, please don't hesitate to contact your buyer.
- We appreciate your support and look forward to working together to meet our goals.



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Training Complete

Thank you

