



Rolls-Royce

Supplier Scorecard Challenge Training for PSQE & MRPC

<https://suppliers.rolls-royce.com>

Prerequisite

Prior to reviewing this material, you should be familiar with the information presented in the GSP Rolls-Royce orientation available in the GSP left navigation resources link after you log in.

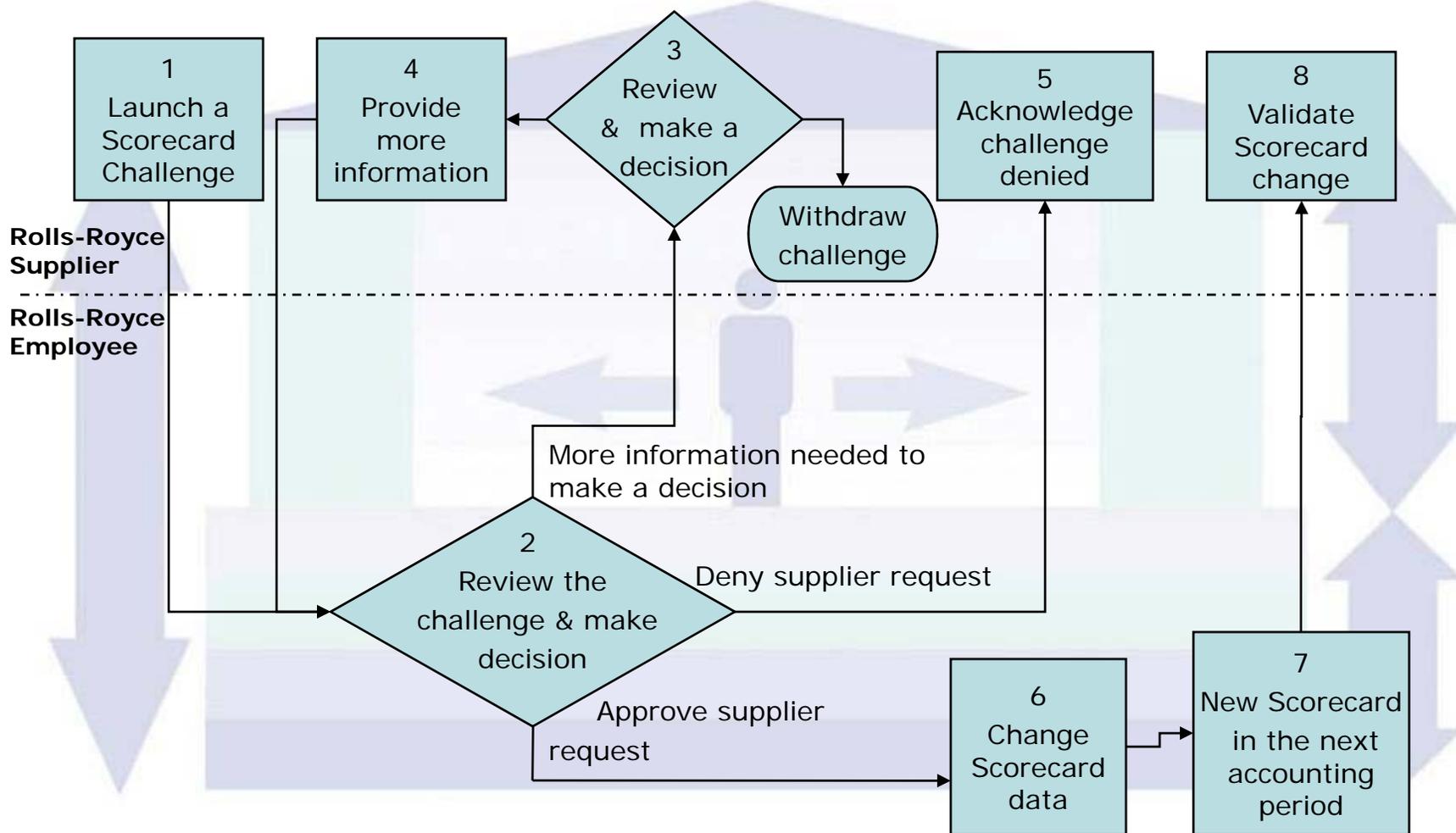
Scorecard Challenge

- After suppliers review their Scorecard in the GSP, they have the ability to request a review by their supply chain team (SCT) if they disagree with an assessment. This is a scorecard challenge. In the past, this process consisted of emails and phone calls. In order to improve the level of service Rolls-Royce provides the suppliers, we have automated this process into a workflow.
- There are 3 types of scorecard challenges: Quality, Delivery and Other. If the supplier is questioning a Quality Notification (QN), then they will launch a Quality challenge. If they are questioning a delivery score or delivery detail (such as quantity or timing), then they will launch a Delivery challenge. If they disagree with a Cost of Quality score or are unsure of which type of challenge they are launching, the challenge type is Other.

Scorecard Challenge Continued

- The GSP will facilitate the scorecard challenge until completion. The process is described on the next slide. The GSP will automatically route the scorecard challenge to the appropriate PSQE or MRPC assigned to the vendor. Delivery challenges will be routed to MRPCs. Quality and Other challenges will be routed to PSQEs.
- If a supplier receives a US-prepared scorecard, the delivery details for fulfilled POs will not be present. If they have questions regarding the delivery details, they will request the information via the GSP by launching a delivery scorecard challenge. You may be required to provide details to the supplier and then request additional information from the supplier once those details are available to the supplier.
- In some cases, you may need to contact the supplier directly regarding their scorecard. The GSP is not intended to restrict your contact to just those tracked by the GSP. The GSP is intended to enable communication and assist tracking the needs of the supplier questions related to their scorecards.

Scorecard Challenge Process



PSQE & MRPC Responsibilities

- The first time you will become aware that a task requires your attention is when you receive an email from the GSP.

Scorecard Challenge Activity Needed

noreply_gsp_qa@rolls-royce.com [noreply_gsp_qa@rolls-royce.com]

Sent: Thursday, December 11, 2008 8:31 PM

To: GSP Test User

Dear Sir/Madam,

You have been assigned Review Scorecard Challenge on 12-Dec-2008 for TRESTLE LLC - SITE 2 working with Test User18. Please check your GSP Inbox and take whatever action may be required.

Thank you for helping resolve this situation.
Rolls-Royce Global Supplier Portal

The email will contain the vendors' name

The email will also contain the supplier contact responsible for launching the scorecard challenge

Note: If you receive the above email for a vendor you do not support, please notify your SC Manager. Either the Supply Chain Manager has reassigned a task to you or a correction to the vendor's assignment data may be required. Corrections to vendor assignment data should be emailed to suppchaincon@rolls-royce.com.

PSQE & MRPC Responsibilities

- After a 3 days of inactivity, the GSP will send you an email reminder.

Reminder Scorecard Challenge Activity

noreply_gsp_qa@rolls-royce.com [noreply_gsp_qa@rolls-royce.com]

Sent: Sunday, December 14, 2008 8:29 PM

To: GSP Test User

Dear Sir/Madam,

You were assigned Change Scorecard Data on 12-Dec-2008 for TRESTLE LLC - SITE 2 working with Test User18. This has not yet been completed. Please take whatever action might be required.

Thank you for helping resolve this situation.
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- On the fourth day, the GSP will send you a reminder that includes a warning that the next step is escalation. This email will be sent daily until the task is completed.

Reminder Scorecard Challenge Activity Will Be Escalated

noreply_gsp_qa@rolls-royce.com [noreply_gsp_qa@rolls-royce.com]

Sent: Sunday, December 28, 2008 8:30 PM

To: GSP Test User

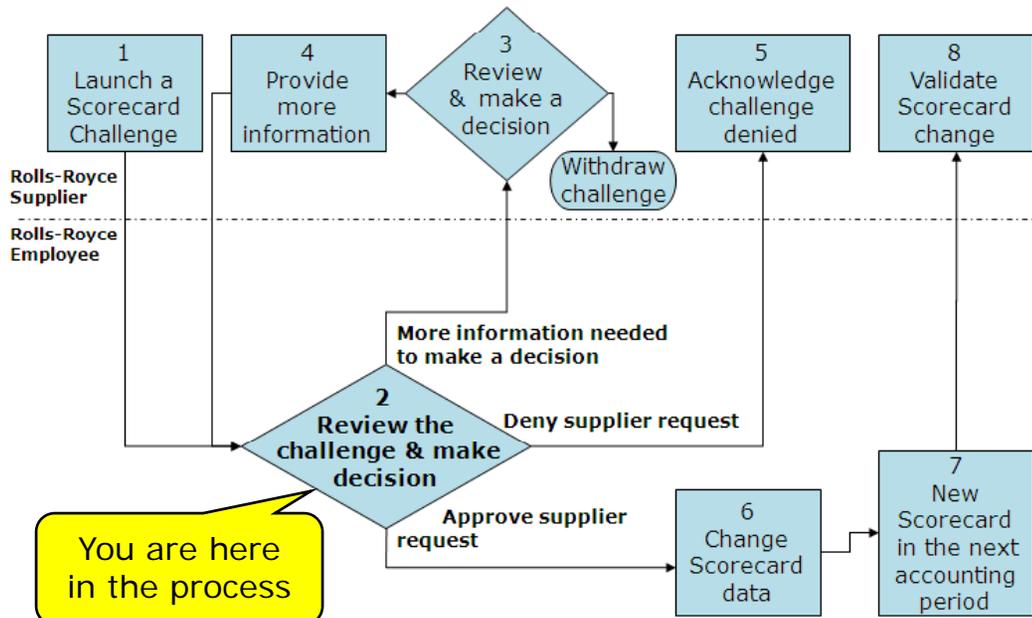
Dear Sir/Madam,

You were assigned Change Scorecard Data on 12-Dec-2008 for TRESTLE LLC - SITE 2 working with Test User18 . This has not yet been completed. Please take whatever action might be required to avoid escalation.

Thank you for helping resolve this situation.
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- On the sixth day, the GSP will escalate to the SC Manager to address. This is to ensure we are responding to the supplier in a timely manner. 6

Working through the Scorecard Challenge Process: Review the Scorecard Challenge



You are here in the process

Once the supplier launches their scorecard challenge, the next step (2) is for the PSQE or MRPC to review the scorecard challenge.

The PSQE/MRPC will receive an email based on the type of challenge the supplier chose. Delivery challenges will be sent to the assigned MRPC. Quality and Other challenges will be sent to the PSQE.

Home Workspace Useful links

Views

- Inbox
- Forms I initiated
- Recently completed forms
- Bookmarks
- Consultations
- History

Launch Pad

Worklist

Inbox

Process	Activity	DeadLine	Received	Description	Creation time	Participant
Scorecard Challenge	Review Scorecard Challenge Delivery	Sunday, January 11, 2009 9:21:11 PM GMT	Tuesday, January 6, 2009 9:21:11 PM GMT	700004 - Delivery - Training example for delivery ...	Monday, January 5, 2009 12:48:27 PM GMT	Test User16

Click on the arrow to begin the review

Instance Detail

No instance has been selected

Samples of supplier-provided data for each type of scorecard challenge

When you view the challenge, the data shown on the screen will vary by the type of challenge

- A Quality Notification (QN) number will be displayed for quality challenges.
- A PO & PO line number will be displayed for delivery challenges.

Scorecard Challenge: PSQE Samples

Review scorecard challenge quality

Vendor code	700002
Vendor name	TRESTLE LLC - SITE 2
Challenged by (name)	Test User18
Challenged by (email)	jloza@trestlellc.com
Quality notification number	123456
Challenge reason	Quality challenge
Challenge status	Under SCM Review

Caution: QN number is not verified during entry by the supplier. A future enhancement is planned to verify the QN against SAP. This may require a phone call to collect additional details.

Review scorecard challenge other

Vendor code	700002
Vendor name	TRESTLE LLC - SITE 2
Challenged by (name)	Test User18
Challenged by (email)	jloza@trestlellc.com
Challenge reason	test
Challenge status	Under SCM Review

Scorecard Challenge: MRPC Sample

Review scorecard challenge delivery

Vendor code	700004
Vendor name	TRESTLE LLC - SITE 4
Challenged by (name)	Sherry Penoff
Challenged by (email)	spenoff@trestlellc.com
Purchase order number	1234567
Line item number	30
Challenge reason	Training example of a delivery challenge for a test vendor.
Challenge status	Under SCM Review

Caution: PO number is not required input when the supplier launches a challenge. US scorecards do not have delivery details for the suppliers to reference. When PO numbers are entered, they are not verified. A future enhancement is planned to verify against SAP.

Review the Scorecard Challenge

Review scorecard challenge quality

Vendor code 700002
Vendor name TRESTLE LLC - SITE 2
Challenged by (name) Test User18
Challenged by (email) jloza@trestlellc.com
Quality notification number 123456
Challenge reason Quality challenge for training purposes
Challenge status Under SCM Review

Comments history

Added on	Added by	Role	Step
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Reviewer action

Reviewer action

Select one...
Select one...
Approve
Deny
Request More Info

Response resolution

Submit

Close Window

There are 3 choices, approve the change, request more information from the supplier, or deny the request.

In all cases, you must enter comments to explain. Remember, your comments will be available for future viewing by suppliers.

If you are not prepared to make a decision, close the window and the task will remain in your inbox for you to address when you are able to make a decision.

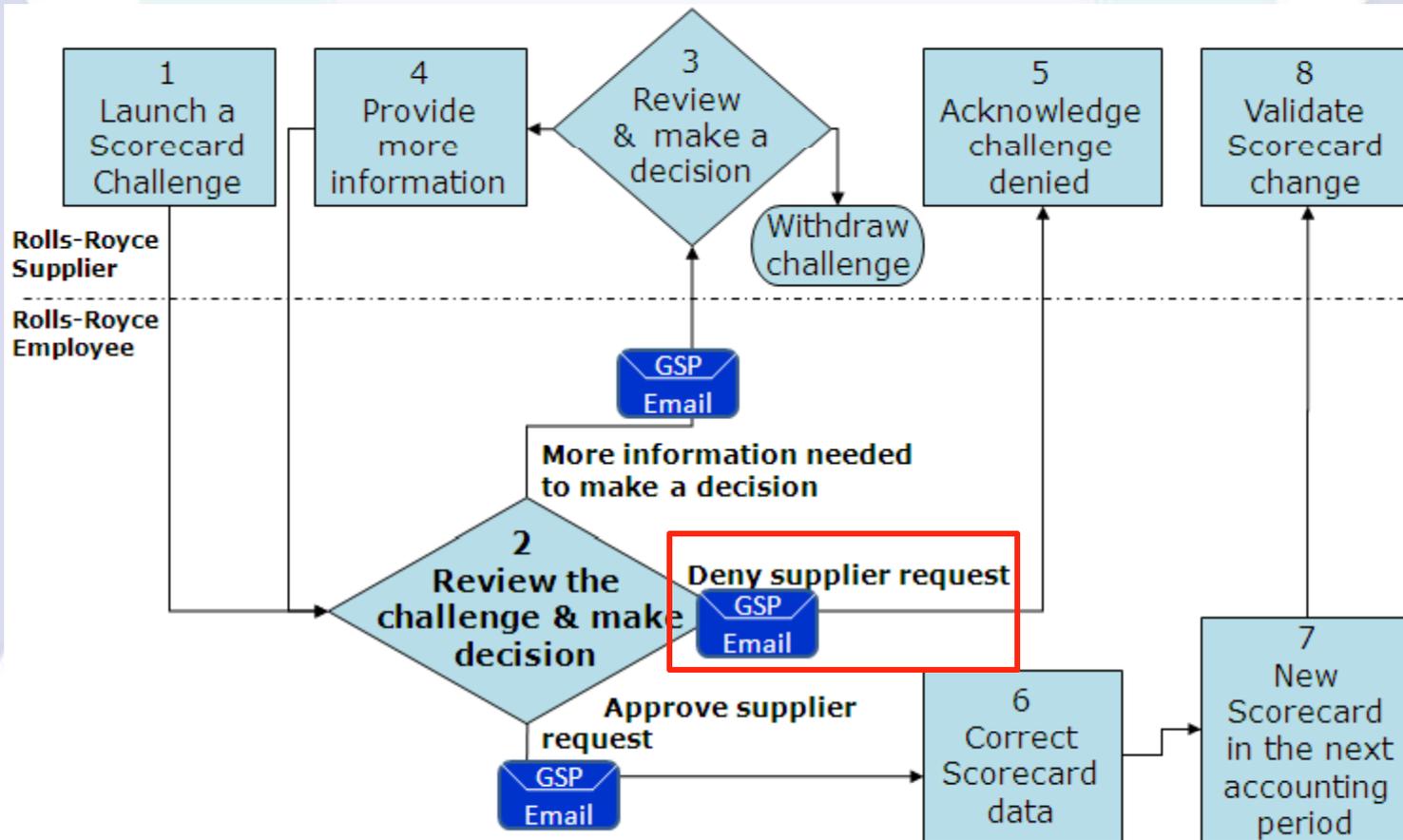
Once you have selected a reviewer action and entered a resolution comment, submit the update. The task will be updated in your inbox.

Note: If you need additional information from the supplier, select "Request More Info" in the review action and click the submit button. Suppliers challenging US-prepared scorecards may require details not available in their scorecard. Please provide the information to the supplier and then request more information from the supplier.

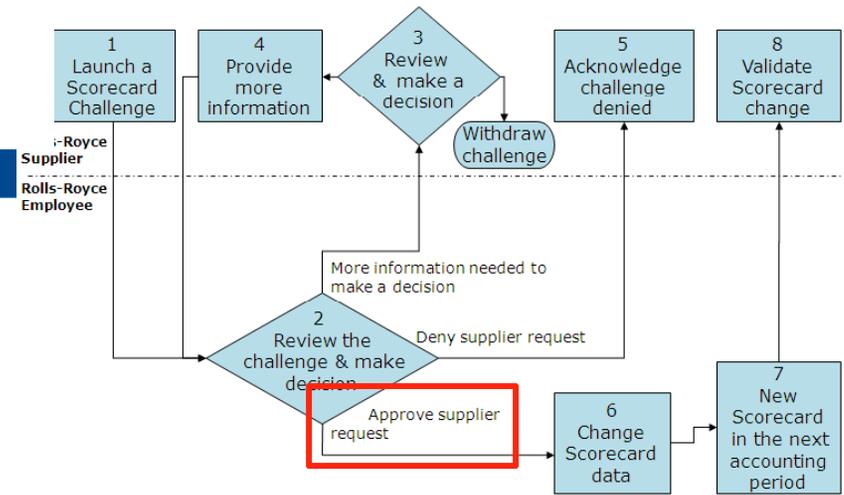
Deny the Scorecard Challenge

When you deny a scorecard challenge, it is important to explain the reason you are denying the challenge.

An email will be sent to the supplier when you deny the challenge. The email will request the supplier log in and acknowledge the challenge was denied.



Approve the Scorecard Challenge



Review scorecard challenge delivery

Vendor code 700004
 Vendor name TRESTLE LLC - SITE 4
 Challenged by (name) Sherry Penoff
 Challenged by (email) spenoff@trestlellc.com
 Purchase order number 123456
 Line item number 50
 Challenge reason Training example for delivery challenge
 Challenge status Under SCM Review

Comments history

Added on	Added by	Role	Step
05-Jan-2009	Test User16	MRPC	Review Scorecard Challenge Delivery

Example of more information being needed.

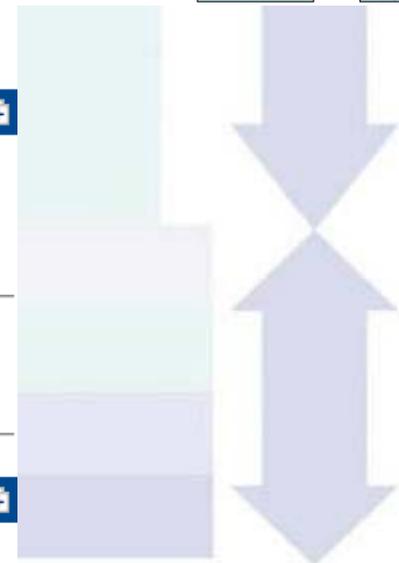
Added on	Added by	Role	Step
06-Jan-2009	Sherry Penoff	Supplier	Provide More Information

Enter any additional information that was requested.

Reviewer action

Reviewer action

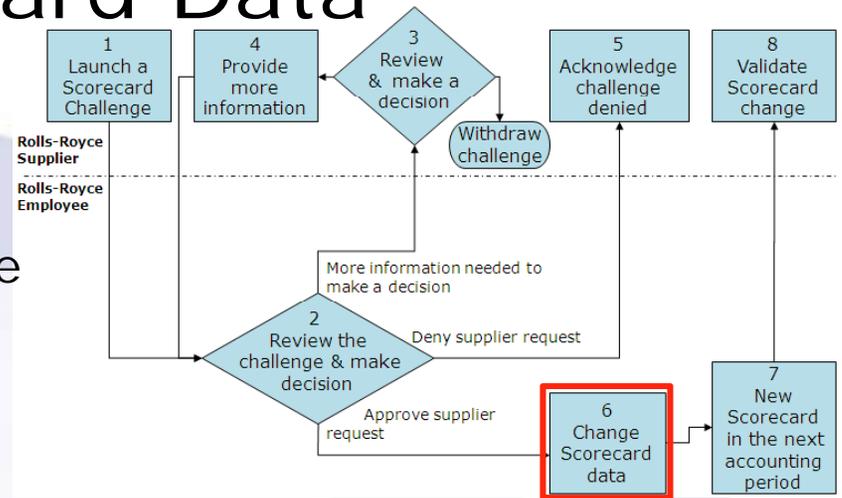
Response resolution



Change the Scorecard Data

The next step after approving the scorecard challenge is to correct the data used to prepare the scorecard. This is to insure it is corrected for the next scorecard published for the supplier.

A new task appears in your inbox to correct the data. You should leave the task until you have completed the correction in SAP.



Worklist							
Inbox							
	Process	Activity	DeadLine	Received	Description	Creation time	Participant
<input type="checkbox"/>	Scorecard Challenge	Change Scorecard Data Delivery	Monday, January 12, 2009 11:33:19 PM GMT	Wednesday, January 7, 2009 11:33:19 PM GMT	700004 - Delivery - Training example for delivery ...	Monday, January 5, 2009 12:48:27 PM GMT	Test User16

Click on the arrow after the data has been corrected in SAP.

Change the Scorecard Data

Change scorecard delivery data

Vendor code 700004
Vendor name TRESTLE LLC - SITE 4
Challenged by (name) Sherry Penoff
Challenged by (e-mail) spenoff@trestlellc.com
Purchase order number 123456
Line item number 50
Challenge reason Training example for delivery challenge
Challenge status Accepted

In this screen, you need to acknowledge that you have updated the data.

Comments history

Added on	Added by	Role	Step
05-Jan-2009	Test User16	MRPC	Review Scorecard Challenge Delivery

Example of more information being needed.

06-Jan-2009	Sherry Penoff	Supplier	Provide More Information
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Enter any additional information that was requested.

07-Jan-2009	Test User16	MRPC	Review Scorecard Challenge
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Change to scorecard approved based on additional information provided.

Comments to explain

Add comment:

Data changes were made in SAP.

If you have changed data, please indicate all changes you have made in the comment area.

Please make requested adjustments to the supplier's data

I Have Updated Supplier Data

Close Window

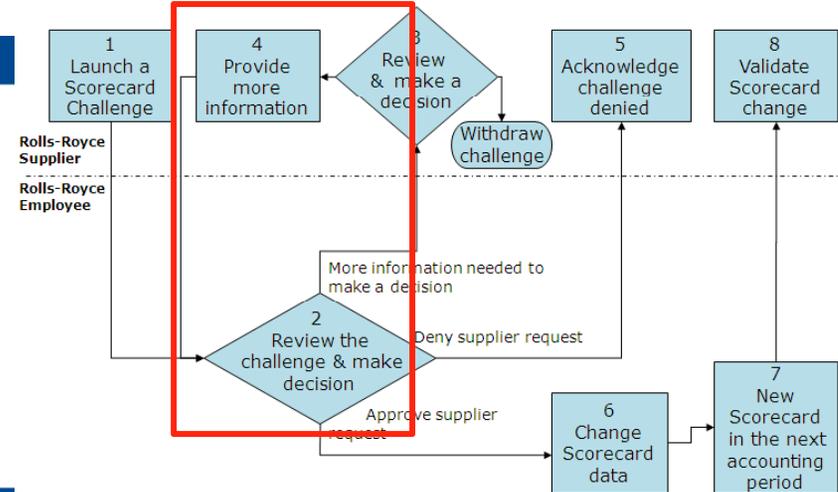
To reduce questions, please describe the data change you completed. In the case of US-prepared scorecards, certain data must be changed manually within the scorecard application. The description of the data change reduces questions from the US scorecard team.

Once you have completed the change to the scorecard data, indicate that you have updated the supplier data and the next step in the process will be triggered. Now the inbox no longer contains the supplier's scorecard challenge.

Additional Information Provided

Review scorecard challenge quality

Vendor code 700004
 Vendor name TRESTLE LLC - SITE 4
 Challenged by (name) Sherry Penoff
 Challenged by (email) spenoff@trestlellc.com
 Quality notification number 123456
 Challenge reason Quality Notification challenge
 Challenge status Under SCM Review



Comments history

Added on	Added by	Role	Step
Jan 22, 2009	User Lastname	PSQE	Review Scorecard Challenge Quality

Additional information is needed from the supplier.

Added on	Added by	Role	Step
Jan 22, 2009	Sherry Penoff	Supplier	Provide More Information

Supplier information to assist with scorecard challenge decision.

Reviewer action

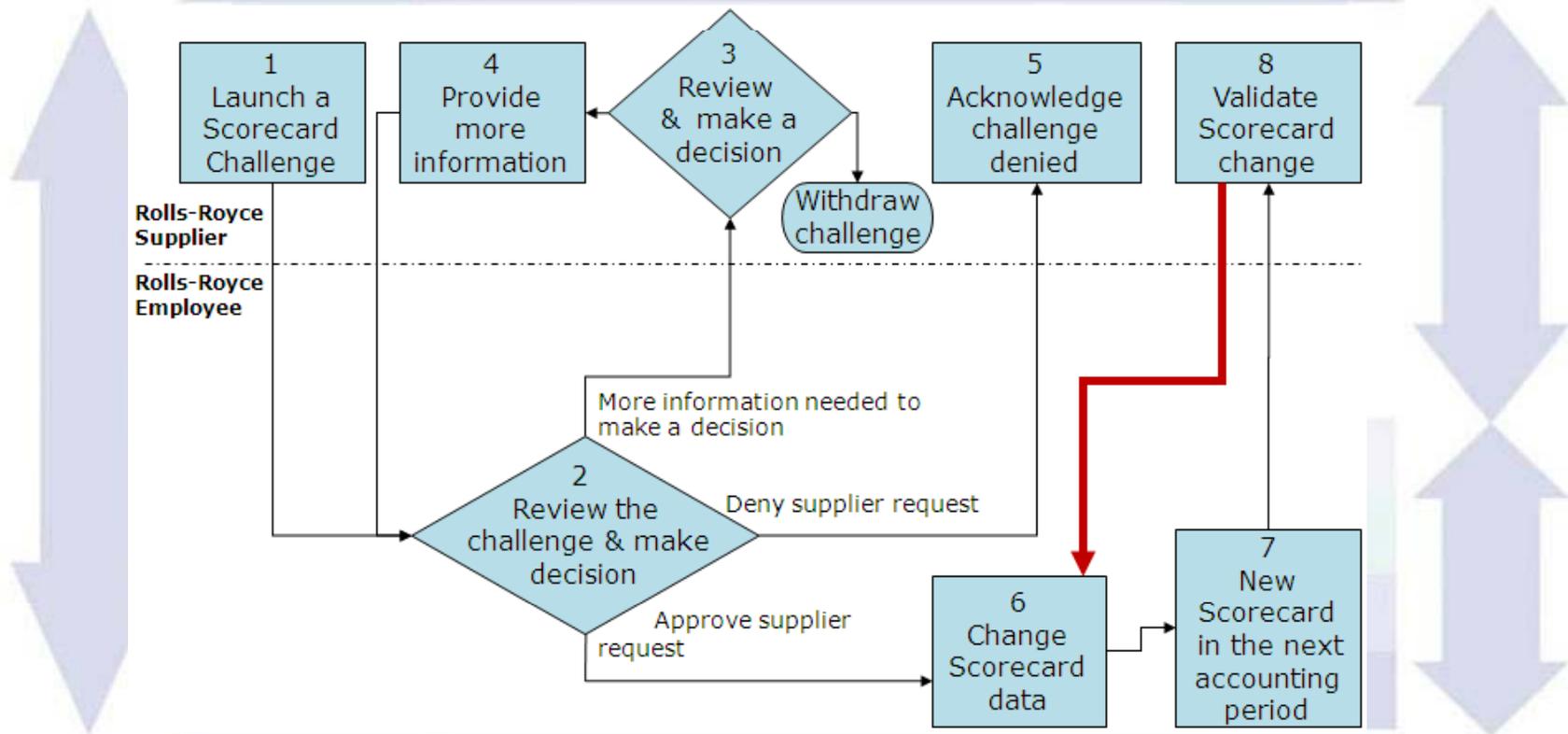
Reviewer action

Response resolution

Comment history will show the step where the supplier provided additional information. This is how you can tell whether you are reviewing for the first time, or the supplier is providing additional detail.

Scorecard Change not completed

The supplier will log on to retrieve their scorecard when it is published for the next accounting period. If they do not see the change, they can indicate this in the GSP. At that time, the GSP will re-route the challenge to your inbox for resolution.



Planned Enhancements:

- Attaching files to the Scorecard Challenge. We are waiting on a solution for virus scanning
- US conversion to UK scorecards so that suppliers can view and challenge specific delivery data
- Verification of Quality Notification numbers as they are entered by the supplier
- Verification of PO & PO line numbers as they are entered by the supplier with auto-population of part number.