

Supplier Scorecard Deployment Presentation (Update)


V4.0



Introduction

- July 2021 will see preliminary release of revised supplier scorecard
 - Timing and Actions (**Complete**)
- Scorecard 4 Panel Explanation (Current vs. New)
- Concern Ranking Methodology based on Commodity (New Item)
 - Criteria
 - Impact to Scoring
- Escalation Process
- Supplier Communication (**Complete**)
- Next Steps

Scorecard 4 Panel View



Global Supplier Performance Scorecard

Supplier TIFOB Code:

Supplier Name:

Supplier Locations:

TI User Plants:

Reporting Month:

SCORECARD SUMMARY	Quality Performance:	669%	Quality Performance Score:	45	NBH: No
	Quality Certification Score:	5	Scorecard Total:	50	

Quality Performance (Ipb): 95 Pts

Ipb Target:

Current Month Ipb:

Rolling 3 Months Ipb:

Incidents = Quality + Warranty + Logistic issues impacting TI Fluid Systems and/or their customers.
 Ipb = (Incident total qty / Total receipts) * 1,000,000,000
 Note:
 Incident Weighting = Concern Qty * Concern Ranking * Commodity Class Per CP-8-ALL-46 & Matrix on Page 2 of this report.

Rolling 3 Status to Target:

Quality Performance Criteria

0% - 25% of Target = 0 Reduction
 26% - 50% of Target = 10pt Reduction
 51% - 75% of Target = 20pt Reduction
 76% - 100% of Target = 50pt Reduction

Quality Certification Status: 5 Pts

Quality Certification Status:

Monthly Status:

IATF16949 / ISO9001 current in TIFS System

Concern Quantity:

Scorecard Month

Formal:	1
Critical:	0

Quality:	1
Warranty:	0
Logistic:	0

Scorecard R3 Month

Formal:	4
Critical:	0

Quality:	4
Warranty:	0
Logistic:	0

Scorecard R12 Month

Formal:	4
Critical:	0

Quality:	4
Warranty:	0
Logistic:	0

Escalation Status:

Escalation 1:

Escalation 2:


Escalation 3:

Escalation

- Escalation 1: Three (3) Concerns
- Escalation 2: Four (4) Concerns
- Escalation 3: > Four (4+) Concerns

13 October 2021 | 3

Scorecard 4 Panel Overview



Global Supplier Performance Scorecard

Supplier Name: _____

Supplier Locations: _____

TI User Plants: _____

Supplier TIFOB Code: _____

Reporting Month: _____

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	Quality Certification Score:	5	Scorecard Total:	50	No

Quality Performance (Ipb): 95 Pts

Ipb Target:

Current Month Ipb:

Rolling 3 Months Ipb:

Rolling 3 Status to Target:

Incidents = Quality + Warranty + Logistic issues impacting TI Fluid Systems and/or their customers.
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 Per CP-8-ALL-46 & Matrix on Page 2 of this report.

Quality Certification Status: 5 Pts

Quality Certification Status: Monthly Status:

IATF16949 / ISO9001 current in TIFS System

Concern Quantity:


Scorecard Month		Scorecard R3 Month		Scorecard R12 Month	
Formal: <input type="text" value="1"/>	Quality: <input type="text" value="1"/>	Formal: <input type="text" value="4"/>	Quality: <input type="text" value="4"/>	Formal: <input type="text" value="4"/>	Quality: <input type="text" value="4"/>
Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>	Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>	Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>
	Logistic: <input type="text" value="0"/>		Logistic: <input type="text" value="0"/>		Logistic: <input type="text" value="0"/>

Escalation Status:

Escalation 1: <input type="text" value="X"/>	<p>Escalation</p> <ul style="list-style-type: none"> Escalation 1: Three (3) Concerns Escalation 2: Four (4) Concerns Escalation 3: > Four (4+) Concerns
Escalation 2: <input type="text"/>	
Escalation 3: <input type="text"/>	

- Supplier Information
- Supplier Status Summary
- Performance
- IATF Compliance Certification
- Incident Count
- Voice of the Customer

Quality Performance



Global Supplier Performance Scorecard

Supplier TIPDB Code:

Supplier Name:

Supplier Locations:

TI User Plants:

Reporting Month:

SCORECARD SUMMARY	Quality Performance:	669%	Quality Performance Score:	45	NBH: No
	Quality Certification Score:	0	Scorecard Total:	45	

Quality Performance (Ipb): 95 Pts

Ipb Target:

Current Month Ipb:

Incidents = Quality + Warranty + Logistic issues impacting TI Fluid Systems and/or their customers.
Ipb = (Incident total qty / Total receipts) * 1,000,000,000
Note:
Incident Weighting = Concern Qty * Concern Ranking * Commodity Class

Rolling 3 Months Ipb:

Rolling 3 Status to Target:

Quality Performance Criteria

0% - 25% of Target = 0 Reduction
 26% - 50% of Target = 10pt Reduction
 51% - 75% of Target = 20pt Reduction
 76% - 100% of Target = 50pt Reduction

- Data Source = TIPDB / GQPS
- Focus of scorecard is formal incidents (Quality / Warranty / Logistic) impacting TIFS and / or its Customers
- Key Metric Ipb (Incidents per Billion) = ((Sum of Formal (Quality / Warranty / Logistic) Incidents) / Total Receipts)) X 1,000,000,000 for a given reporting period.
- No multiple point deductions for same issue e.g., number of concerns / repeat concerns etc.
- Direct correlation between recorded incidents / parts delivered and Ipb.
- Point deductions based on status to target only.
- Targets set by Divisional Quality
- Incidents will be cumulative for suppliers to multiple TI plants for each distinct issue.

Quality Performance

CUSTOMER **INTERNAL** **SUPPLIER** **REPORTING**

Non-Conforming Report

Critical/Formal - Immediate Containment Action requirements: Submit 8d Or 5 Phase Within 24 Hours. complete 8d Or 5 Phase Within 14 Days.

If you are experiencing Print issues in IE, n

NCR ID: 56790 COST CALCULATOR

1 Select The Subcomponent

SUB COMPONENT: AXEB0000ATF00 Q COMPONENT TYPE: Quick Connectors PROGRAM: _Multiple

Search And Select The Component

SUB COMPONENT DESC: INNER SPACER 9.49MM

2 Select The Supplier

SUPPLIER: Agrodur Grosalski GmbH & C Q PERSON NCR ISSUED TO: Nils Pfeiffer Q TELEPHONE NUMBER: +49 2755 888 229 EMAIL ADDRESS: nils.pfeiffer@agrodur.de

Search And Select The Supplier Search And Select Person

LOCAL VENDOR CODES: 1165; 1815; 2000014; 5001007; 5031107; 7270551; 7430434; 7470434 TIPDB NUMBER: 24843 SUB-SUPPLIER ISSUE: Yes

SUPPLIER ADDRESS: Alexander-Mack-Str. 20 RETURN AUTHORIZATION NUMBER:

Additional NCR's issued for this part number


NCR ID	LOCATION	SEVERITY	DEFECT CODE	STATUS	DATE CREATED	NCR TYPE
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Additional NCR's issued for this Supplier

NCR ID	LOCATION	SEVERITY	DEFECT CODE	STATUS	DATE CREATED	NCR TYPE
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Field addition to GQPS NCR Section 2 shows history of records for R12 period
Gives receiving plant the ability to see issues at all TIFS plants supplied and manage escalation process.

Base Line Information



Global Supplier Performance Scorecard

Supplier Name: _____

Supplier Locations: _____

TI User Plants: _____

Supplier TIFDB Code: _____

Reporting Month: _____

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	Quality Certification Score:	5	Scorecard Total:	50	No

Quality Performance (Ipb): 95 Pts

Ipb Target:

Current Month Ipb:

Rolling 3 Months Ipb:

Rolling 3 Status to Target:

Incidents = Quality + Warranty + Logistic issues impacting TI Fluid Systems and/or their customers.
 Ipb = (Incident total qty / Total receipts) * 1,000,000,000
 Note: Incident Weighting = Concern Qty * Concern Ranking * Commodity Class
 per L1 Problematic Concern on Page 3 of this report.

Quality Performance Criteria

0% - 25% of Target = 0 Reduction
 26% - 50% of Target = 10pt Reduction
 51% - 75% of Target = 20pt Reduction
 76% - 100% of Target = 50pt Reduction

Quality Certification Status: 5 Pts

Quality Certification Status:

Monthly Status:

IATF16949 / ISO9001 current in TIFS System

Concern Quantity:

Scorecard Month

Formal:	1	Quality:	1
Critical:	0	Warranty:	0
		Logistic:	0

Scorecard R3 Month

Formal:	4	Quality:	4
Critical:	0	Warranty:	0
		Logistic:	0

Scorecard R12 Month

Formal:	4	Quality:	4
Critical:	0	Warranty:	0
		Logistic:	0

Escalation Status:

Escalation 1:

Escalation 2:

Escalation 3:

Escalation

- Escalation 1: Three (3) Concerns
- Escalation 2: Four (4) Concerns
- Escalation 3: > Four (4+) Concerns

Ipb – Target set by Divisional Quality and Purchasing leads.

Quality Certification Status extracted from ASL

Concern Quantity extracted from GQPS

Quality Certification Status


Quality Certification Status: 5 Pts	
Quality Certification Status: <input type="text" value="5"/>	Monthly Status: <input type="text" value="Current"/>
IATF16949 / ISO9001 current in TIFS System	

- Data Source – ASL
- Incentive for supply base to maintain quality records current within the ASL at TIFS

Escalation Process / Concern Monitoring


Concern Quantity:					
Scorecard Month		Scorecard R3 Month		Scorecard R12 Month	
Formal:	1	Quality:	1	Formal:	4
Critical:	0	Warranty:	0	Critical:	0
		Logistic:	0		
		Quality:	4	Quality:	4
		Warranty:	0	Warranty:	0
		Logistic:	0	Logistic:	0
Escalation Status:					
Escalation 1:	X				
Escalation 2:					
Escalation 3:					
Escalation					
<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: orange; margin-right: 5px;"></div> Escalation 1: Three (3) Concerns </div>					
<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; margin-right: 5px;"></div> Escalation 2: Four (4) Concerns </div>					
<div style="display: flex; align-items: center;"> <div style="width: 15px; height: 15px; background-color: red; margin-right: 5px;"></div> Escalation 3: > Four (4+) Concerns </div>					

- Data source – GQPS
- Direct transfer of documented incidents from GQPS to scorecard (R12 View)
 - Automatic Stage 1 Escalation based on GQPS records
 - Stage 2 and 3 Escalation based on GQPS + Input from Quality, Logistic and Purchasing
- Escalation stage generates top focus activities by SQA/ SD / Purchasing



Reading The Scorecard

Scorecard 4 Panel View



Global Supplier Performance Scorecard

Supplier TIFOB Code:

Supplier Name:

Supplier Locations:

TI User Plants:

Reporting Month:

SCORECARD SUMMARY	Quality Performance:	669%	Quality Performance Score:	45	NBH: No
	Quality Certification Score:	5	Scorecard Total:	50	

Quality Performance (Ipb): 95 Pts

Ipb Target:

Current Month Ipb:

Rolling 3 Months Ipb:

Rolling 3 Status to Target:

Quality Performance Criteria

0% - 25% of Target = 0 Reduction
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Concern Quantity:

Scorecard Month	Scorecard R3 Month	Scorecard R12 Month																		
<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Formal: <input type="text" value="1"/></td> <td>Quality: <input type="text" value="1"/></td> </tr> <tr> <td>Critical: <input type="text" value="0"/></td> <td>Warranty: <input type="text" value="0"/></td> </tr> <tr> <td></td> <td>Logistic: <input type="text" value="0"/></td> </tr> </table>	Formal: <input type="text" value="1"/>	Quality: <input type="text" value="1"/>	Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>		Logistic: <input type="text" value="0"/>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Formal: <input type="text" value="4"/></td> <td>Quality: <input type="text" value="4"/></td> </tr> <tr> <td>Critical: <input type="text" value="0"/></td> <td>Warranty: <input type="text" value="0"/></td> </tr> <tr> <td></td> <td>Logistic: <input type="text" value="0"/></td> </tr> </table>	Formal: <input type="text" value="4"/>	Quality: <input type="text" value="4"/>	Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>		Logistic: <input type="text" value="0"/>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td>Formal: <input type="text" value="4"/></td> <td>Quality: <input type="text" value="4"/></td> </tr> <tr> <td>Critical: <input type="text" value="0"/></td> <td>Warranty: <input type="text" value="0"/></td> </tr> <tr> <td></td> <td>Logistic: <input type="text" value="0"/></td> </tr> </table>	Formal: <input type="text" value="4"/>	Quality: <input type="text" value="4"/>	Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>		Logistic: <input type="text" value="0"/>
Formal: <input type="text" value="1"/>	Quality: <input type="text" value="1"/>																			
Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>																			
	Logistic: <input type="text" value="0"/>																			
Formal: <input type="text" value="4"/>	Quality: <input type="text" value="4"/>																			
Critical: <input type="text" value="0"/>	Warranty: <input type="text" value="0"/>																			
	Logistic: <input type="text" value="0"/>																			
Formal: <input type="text" value="4"/>	Quality: <input type="text" value="4"/>																			
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	Logistic: <input type="text" value="0"/>																			

Escalation Status:

Escalation 1: <input type="text" value="X"/>
Escalation 2: <input type="text"/>
Escalation 3: <input type="text"/>

Escalation

- Escalation 1: Three (3) Concerns
- Escalation 2: Four (4) Concerns
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Ipb – Current Month & R3 Calculation

APPENDIX A

Business Unit	Division	Region	TI Site	Site Type	Incidents	Concern Ranking	Commodity Class	Receipts	R3 Receipts	IpB	Formal	Critical	Quality	Warranty	Logistics
					2			100,384	253,216	59770	0	2	2	0	0
Fuel Tank Systems	FTDS	Europe	Ettlingen	Tank	0			1,440	3,392	0	0	0	0	0	0
Fuel Tank Systems	FTDS	Europe	Pamplona OE	Tank	0			0	1,800	0	0	0	0	0	0
Fuel Tank Systems	FTDS	Europe	Rastatt	Tank	2	4	3	0	0	0	0	2	2	0	0
Fuel Tank Systems	FTDS	Europe	Rastatt	Tank	0			35,712	75,744	0	0	0	0	0	0
Fuel Tank Systems	FTDS	Asia Pacific	Tianjin (FT)	Tank	0			52,704	122,688	0	0	0	0	0	0
Delivery Systems	FTDS	Europe	Wapienica	Pump / Module	0			10,528	49,592	0	0	0	0	0	0

Within Appendix A all the information is available to cross check monthly and R3 ratings within scorecard:

- Incidents
- Concern Ranking
- Commodity Class
- Monthly Receipts
- R3 Receipts

Concern Ranking

3 Describe The Non-Conformance

ISSUED BY: Rogelio Maldonado DATE CREATED: 2021-07-30 TI PLANT ISSUING NCR: Reynosa 8 - Thermal TI CONTACT: Rogelio Maldonado

TI TELEPHONE: TI CONTACT EMAIL: rmaldonado@tifs.com CONTACT TYPE: Phone Email Fax Other

NCR TYPE: Quality SEVERITY: Formal WHERE FOUND: In-Process CONCERN RANKING: CR4

OCCURRENCE: Initial Recurrence

RECURRENCES

RECURRENCE	NCR ID	DATE CREATED	NCR TYPE	STATUS	SUB COMPONENT NO
No items to display					

Concern Ranking Criteria					
RATING CRITERIA	FIELD (Ref)	CUSTOMER Yard / OKM (Ref)	TIFS	Supplier	ESCALATION TO / CLOSURE AUTHORISED BY:
CR1	<ul style="list-style-type: none"> - Thermal event - Vehicle stall while driving (immediate loss of driving function with no warning) - Loss of Braking function during driving (immediate loss of driving with no warning) - Customer advises potential vehicle action or dealer action (written or verbal) - Customer discussing concern with government organisation (example NHTSA) - Customer safety committee is meeting to discuss concern 		<ul style="list-style-type: none"> - Potential vehicle field / dealer action communicated to TIFS 	<ul style="list-style-type: none"> - Component quality / function concern identified. Countermeasure and/or Corrective Action not identified, ongoing production risk. 	CSCC Committee
CR2	<ul style="list-style-type: none"> - Loss of driving function with warning to driver (example MIL warning) - Vehicle stops at idling and doesn't restart - Fuel leak (liquid/vapor/smell) - Brake leak - Incorrect vehicle gage reading (full or empty wrong signal) 	<ul style="list-style-type: none"> - Fuel leak (liquid/vapor/smell) - Brake leak - Customer notice of yard/TSB dealership hold 	<ul style="list-style-type: none"> - Supplier incomplete DV/PV at first saleable vehicle due to planned or delayed schedule, with or without TIFS approval - Supplier control plan test concern - parts suspected in the field 	<ul style="list-style-type: none"> - Component concern - parts suspected in the field 	Divisional Global Supplier Quality Director with Plant Manager
CR3	<ul style="list-style-type: none"> - Vehicle hard to start/cannot start at key-on - Noise complaint - EV/ HEV / PHEV Thermal Management Complaint 	<ul style="list-style-type: none"> - Line stoppage due to quality concern - Vehicle stall during drive off at customer plant - 0-km repeat concern - Thermal Liquid (Glycol) Leak 	<ul style="list-style-type: none"> - Line stop at TIFS due to quality concern. - Supplier control plan test concern, parts at customer - PVP test concern , parts for customer use 	<ul style="list-style-type: none"> - Component concern - parts on TIFS assemblies and within TIFS customer reach (assembly plant) 	Divisional Regional Supplier Quality Director with Plant Manager
CR4	<ul style="list-style-type: none"> - All field concerns not mentioned above 	<ul style="list-style-type: none"> - 0-km claim not mentioned above 	<ul style="list-style-type: none"> - Rejection at receiving inspection - High rejection rate in TIFS plant: Fit / Form / Function - Control plan test concern, parts contained at TIFS - Supplier declaration, parts contained at supplier / TIFS 	<ul style="list-style-type: none"> - Component concern - parts contained at supplier location / TIFS manufacturing site. - Logistic supply chain contained. 	Plant / Facility Quality Managers / SQA

Note 1: All concerns must be re-escalated in the event that new / changed information is identified. Example: Original issue was closed, however TIFS has reopened due to new information.
 Note 2: Divisional Global Quality Director can initiate higher escalation as required to support divisional needs.

Concern Ranking is applied by originator of the SNCR based on the table from CP-8-ALL-46 Supplier Concern Management Procedure (copy also embedded in GQPS)

R3 Status to Target Calculation

Quality Performance (Ipb): 95 Pts

Incidents = Quality + Warranty + Logistic issues impacting TI Fluid Systems and/or their customers.
 Ipb = (Incident total qty / Total receipts) * 1,000,000,000
 Note: Incident Weighting = Concern Qty * Concern Ranking * Commodity Class

Ipb Target: Current Month Ipb: Rolling 3 Months Ipb: Rolling 3 Status to Target:

Quality Performance Criteria
 0% - 25% of Target = 0 Reduction
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APPENDIX A

Business Unit	Division	Region	TI Site	Site Type	Incidents	Concern Ranking	Commodity Class	Receipts	Ipb	Formal	Critical	Quality	Warranty	Logistics
					1			2,472,123	809	1	0	1	0	0
Fluid Carrying Systems	FCS	North America	Ashley	System Plant	0			128,400	0	0	0	0	0	0
Fluid Carrying Systems	FCS	North America	Cartersville	System Plant	0			13,000	0	0	0	0	0	0
Fluid Carrying Systems	FCS	North America	Mexico City	System Plant	0			15,000	0	0	0	0	0	0
Fluid Carrying Systems	FCS	North America	New Haven	Process Plant	1	4	2	0	0	1	0	1	0	0
Fluid Carrying Systems	FCS	North America	New Haven	Process Plant	0			2,221,788	0	0	0	0	0	0
Fluid Carrying Systems	FCS	North America	TI Reynosa Plt. 1	System Plant	0			83,575	0	0	0	0	0	0
					0			12,360	0	0	0	0	0	0

R3 Status to Target


R3 Status to Target = (R3 Ipb / Ipb Target) * 100
 R3 Status to Target = (1238.539/185) * 100
 R3 Status to Target = 669.48%

Monthly Receipts	Quantity	Rejections	Concern Ranking	Commodity Class	Incident Weighting
June	1866172	0	4	2	0
July	2120924	3	4	2	6
August	2472123	1	4	2	2
	6459219	4			8

Concer Ranking	Weighting Factor
CR1	4
CR2	3
CR3	2
CR4	1

Scorecard Total

Global Supplier Performance Scorecard



Supplier TIPDB Code: _____

Supplier Name: _____

Supplier Locations: _____

TI User Plants: _____

Reporting Month: _____

SCORECARD SUMMARY	Quality Performance:	669%	Quality Performance Score:	45	NBH:
	Quality Certification Score:	0	Scorecard Total:	45	No

Quality Performance (Ipb): 95 Pts

Ipb Target:

Current Month Ipb:

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Incident Weighting = Concern Qty * Concern Ranking * Commodity Class

Rolling 3 Months Ipb:

Rolling 3 Status to Target:

Quality Performance Criteria

0% - 25% of Target = 0 Reduction
 26% - 50% of Target = 10pt Reduction
 51% - 75% of Target = 20pt Reduction
 76% - 100% of Target = 50pt Reduction

Scorecard Visual Management:

Red <= 69

Green >= 85

Potential Score Card Total:	
Available Total Quality Performance Score	95
Available Quality Certification Points	5
Potential Scorecard Total	100
Quality Performance Score	
Quality Performance 669% > 76% of Target = 95 – 50	45
Quality Certification Score = 0	0
Scorecard Total for Month	45

Supporting Procedures

- CP-8-ALL-80 - Supplier Escalation Procedure (New)
 - RASI Chart
 - 4 Escalation Levels
- CP-8-ALL-46 – Concern Management Procedure
 - Introduces concern ranking method based on TIPDB commodity classification and impact severity.
- CP-8-ALL-49 – Supplier Performance Monitoring

Escalation Process – RASI Chart

CP-8-ALL-80 Supplier Escalation Procedure

Escalation Level	Supplier Quality Assurance	Regional SQA Manager	Plant Quality Manager	Regional Quality Director	Supplier Development	Logistics	Logistic Manager	Purchasing	Global Purchasing Director	Global Quality Director	Global SQA Director	Divisional EVP
Zero Issues	-	-	-	-	-	-	-	-	-	-	-	-
Escalation 0 ≤ Two (2) Concerns	R/S	I	A	I	-	R/S	A/S	-	-	-	-	-
Escalation 1 Three (3) Concerns	R/S	I	A	I	S	R/S	A/S	I	I	I	I	-
Escalation 2 > Four (4+) Concerns	S	S	A	S	S	S	S	R	I	I	I	I
Escalation 3 > Four (4+) Concerns with no Improvement	S	S	A	S	S	S	S	R	S/A	S/A	S/A	I

Key:
 R – Responsible
 A – Approval
 S – Support
 I – Inform

Escalation 0 – Follow Supplier Concern Management Procedure CP-8-ALL-46

Escalation 1-3 – Follow Supplier Escalation Procedure CP-8-ALL-49

Escalation L0 Process

CP-8-ALL-80 Supplier Escalation Procedure

- For suppliers with ≤ 2 Formal Complaints (Quality + Warranty + Logistic) follow:
 - Supplier Concern Management Procedure – CP-8-ALL-46

Escalation L1 Process

CP-8-ALL-80 Supplier Escalation Procedure

If a **THIRD** complaint is received from a Supplier within the same rolling 12-month period, the escalation process must be initiated. To initiate escalation, it must be confirmed that:

- All complaints are formal - informal complaints can be ignored for this escalation process.
- All complaints are valid - cancelled / rescinded complaints should be ignored.
- A management review / risk assessment has been conducted and approved prior to moving to escalation where applicable.
- The purchasing lead will indicate escalation level 1 initiated against the supplier in the ASL.

Where a third complaint is confirmed, **ESCALATION LEVEL 1** should be initiated and based on the RASI the lead responsible function will arrange:

Escalation Letter Stage 1

- **SQA / Logistic** to update the draft letter with details of Supplier, Component Parts Numbers and Complaints.
- **SQA / Logistic** to issue letter to Supplier within 10 working days.

Supplier Review.

- A meeting face to face or virtual (ref: Global Supplier Requirements Manual clause 8.4.2.4.1 and 8.7.1.7) should be organised and hosted by **SQA / Logistic** with the supplier. Where necessary the meeting should be supported by additional Plant Management, for example Quality Manager and / or Plant Manager.
- This meeting is an opportunity for the Supplier to present 8D status of complaints.

Escalation L1 Process

CP-8-ALL-80 Supplier Escalation Procedure

Supplier Improvement Plan:

Additional to the 8D reporting, the Supplier must present an improvement plan outlining how they will prevent further quality / logistic concerns and recover to TIFS expected performance level, that includes at a minimum:

- Detailed containment plan(s) to prevent future outflow of non-conforming product.
- Interim corrective action(s) implementation.
- Permanent corrective action(s) with implementation plan.

SQA / Logistic should on a regular basis follow up progress against the Supplier Improvement Plan.

During review of the Supplier Improvement Plan, where supplier actions taken are considered insufficient to protect TIFS, SQA / Logistic should initiate implementation of CSL1 activity.

A supplier working to implement an agreed improvement plan shall only be moved to escalation level 2 if repeat complaints are found at a TIFS facility.

Escalation L2 Process

CP-8-ALL-80 Supplier Escalation Procedure

If the L1 improvement plan(s) are not successful after a reasonable time e.g., 90 days, or if a repeat fourth complaint is confirmed, ESCALATION LEVEL 2 should be initiated and based on the RASI the lead responsible function will arrange:

Escalation Letter Stage 2

- Update draft letter with details of Supplier, Component Parts Number/s and Complaints and issue to **SQA / SD / Logistic / Purchasing** for additional signature.
- **The purchasing lead** will indicate escalation level 2 initiated against the supplier in the ASL.
- **The Purchasing lead** will be responsible for sending the letter to the Supplier Senior Management Team.

Face to Face / Virtual Review

Reference Global Supplier Requirements Manual clause 8.4.2.4.1 and 8.7.1.7

- **SQA / Logistic** should arrange the review, ensuring sufficient additional resources are available as required (SD / PUR etc).
- During the review, the Supplier Management Team should present a detailed investigation into why the improvement plan introduced at escalation level 1 was not sufficient and how they will prevent further quality complaints and recover to TIFS expected performance level.
- During this review, where actions taken by the supplier are considered insufficient to protect TIFS, SQA / Logistic should mandate implementation of CSL1 or where CSL1 was already implemented CSL2.

Escalation L2 Process

CP-8-ALL-80 Supplier Escalation Procedure

TI Process Audit at Supplier Manufacturing Facility

An audit of the supplier manufacturing process should be led by SD and required supporting functions following established divisional guidelines. Alternate auditors will be confirmed on a case-by-case basis, looking at availability and locality of resource. The audit should be performed against TIFS running process and verify actual results looking at:

- Process Flow
- Process Failure Mode Effects Analysis
- Control Plan and Control Plan test results (minimum 3 months).
- Set up verification logs.
- Maintenance Logs (minimum 3 months).
- Operator Instructions for the process.
- Staff experience / skills matrix and turn over for the last year (salaried and hourly)

The output of the meeting will be a written agreement between all parties of actions to be taken to improve.

Escalation L3 Process

CP-8-ALL-80 Supplier Escalation Procedure

Where additional, repetitive, or critical / S/R/F complaints occur and / or where a supplier does not proactively respond to previous escalation levels, the supplier will be moved to **ESCALATION LEVEL 3** within the Approved Supplier List and the Purchasing Lead should arrange:

Escalation Letter Stage 3

- This letter will be issued by the relevant **Purchasing Manager** to the Supplier Senior Management and details higher level activity to follow.
- The purchasing lead will indicate escalation level 3 initiated against the supplier in the ASL.

Level 3 suppliers are considered a critical risk for TIFS and may result in a business hold situation, dependant on each supplier status.

Concern Ranking – GQPS

CP-8-ALL-46 Concern Management Procedure

Concern Ranking Criteria					
RATING CRITERIA	FIELD (Ref)	CUSTOMER Yard / OKM (Ref)	TIFS	Supplier	ESCALATION TO / CLOSURE AUTHORISED BY:
CR1	<ul style="list-style-type: none"> - Thermal event - Vehicle stall while driving (immediate loss of driving function with no warning) - Loss of Braking function during driving (immediate loss of driving with no warning) - Customer advises potential vehicle action or dealer action (written or verbal) - Customer discussing concern with government organisation (example NHTSA) - Customer safety committee is meeting to discuss concern 		<ul style="list-style-type: none"> - Potential vehicle field / dealer action communicated to TIFS 	<ul style="list-style-type: none"> - Component quality / function concern identified. Countermeasure and/or Corrective Action not identified, ongoing production risk. 	CSCC Committee
CR2	<ul style="list-style-type: none"> - Loss of driving function with warning to driver (example MIL warning) - Vehicle stops at idling and doesn't restart - Fuel leak (liquid/vapor/smell) - Brake leak - Incorrect vehicle gage reading (full or empty wrong signal) 	<ul style="list-style-type: none"> - Fuel leak (liquid/vapor/smell) - Brake leak - Customer notice of yard/TSB dealership hold 	<ul style="list-style-type: none"> - Supplier incomplete DV/PV at first saleable vehicle due to planned or delayed schedule, with or without TIFS approval - Supplier control plan test concern - parts suspected in the field 	<ul style="list-style-type: none"> - Component concern - parts suspected in the field 	Divisional Global Supplier Quality Director with Plant Manager
CR3	<ul style="list-style-type: none"> - Vehicle hard to start/cannot start at key-on - Noise complaint - EV/ HEV / PHEV Thermal Management Complaint 	<ul style="list-style-type: none"> - Line stoppage due to quality concern - Vehicle stall during drive off at customer plant - 0-km repeat concern - Thermal Liquid (Glycol) Leak 	<ul style="list-style-type: none"> - Line stop at TIFS due to quality concern. - Supplier control plan test concern, parts at customer - PVP test concern , parts for customer use 	<ul style="list-style-type: none"> - Component concern - parts on TIFS assemblies and within TIFS customer reach (assembly plant) 	Divisional Regional Supplier Quality Director with Plant Manager
CR4	<ul style="list-style-type: none"> - All field concerns not mentioned above 	<ul style="list-style-type: none"> - 0-km claim not mentioned above 	<ul style="list-style-type: none"> - Rejection at receiving inspection - High rejection rate in TIFS plant: Fit / Form / Function - Control plan test concern, parts contained at TIFS - Supplier declaration, parts contained at supplier / TIFS 	<ul style="list-style-type: none"> - Component concern - parts contained at supplier location / TIFS manufacturing site. - Logistic supply chain contained. 	Plant / Facility Quality Managers / SQA
<p>Note 1: All concerns must be re-escalated in the event that new / changed information is identified. Example: Original issue was closed, however TIFS has reopened due to new information. Note 2: Divisional Global Quality Director can initiate higher escalation as required to support divisional needs.</p>					

Concern Ranking – Impact

CP-8-ALL-46 Concern Management Procedure

Concern Ranking impact calculation:

Concern Ranking	Impact Factor
CR 1	4
CR2	3
CR 3	2
CR 4	1

Example:

For a commodity 3 concern with a ranking of 3:

Incident Weighting = Impact Factor x Commodity Class x Concern Qty

6 Ipb = 2 x 3 x 1, or

12 Ipb for a repeat concern or higher if the repeat results in a higher CR level.

- Objective is to:
 - Assign Ipb value to the Severity / Disruption effect of an incident linked to commodity class
 - Elevates focus on incidents from high risk / complex component suppliers
 - Allow use of the Quality Performance / Scorecard totals as a monitoring tool for high risk / complex component suppliers.



End Of Presentation & Questions

