

# **TEXTRON** Systems

## **TEXTRON SYSTEMS SUPPLIER RATING SYSTEM QA-SP48 Rev. G**

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## Objective

- Provide Textron Systems strategic supply base with feedback on their quality and delivery performance.
- Identify and prioritize supplier development and corrective action needs.
- Serve as a key element of Textron Systems strategic sourcing process.

Suppliers are encouraged to view their ratings monthly and submit any discrepancies for investigation by Textron Systems Supplier Quality or Procurement.

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## Scoring

### Quality Performance

The quality score is a 12-month rolling average of the number of parts accepted vs. the number of parts received. Nonconformances can include parts from receiving inspection and parts found in factory. The score is calculated as follows:

$$Quality = \left( \frac{\text{Total Parts Received} - \text{Nonconforming Parts}}{\text{Total Parts Received}} \right) \times 100$$

*\* if the total number of nonconforming parts is greater than the number of parts received in a month, the quality score is automatically calculated as 0%*

### On-Time Delivery Performance

The on-time delivery (OTD) score is a 12-month rolling average of the number of shipments received on time vs. the total number of shipments received and is calculated as follows:

$$OTD = \left( \frac{\text{Total Shipments Received} - \text{Late Shipments}}{\text{Total Shipments Received}} \right) \times 100$$

### Composite Performance

The composite score is an average of the quality and on-time delivery score.

$$Composite = \left( \frac{Quality + OTD}{2} \right) \times 100$$

## Rating Scales

		Scores		
		Quality	OTD	Composite
<b>Green</b> <b>Exceptional</b>	Suppliers performing at this level will be given every opportunity to quote business opportunities that fall within their capabilities.	≥ 99%	≥ 95%	≥ 97%
<b>Yellow</b> <b>Satisfactory</b>	Suppliers performing at this level need to demonstrate sustained improvement. Supplier may be contacted to discuss current performance. Growth opportunities may be limited based on the severity of the nonconformances.	≥ 97%	≥ 85%	≥ 91%
<b>Red</b> <b>Unsatisfactory</b>	Suppliers performing at this level will be subject to additional review before receiving new purchase orders. Supplier may be contacted to discuss current performance. On-site visit to supplier may be warranted. Removal from Textron Systems Approved Supplier List is possible.	< 97%	< 85%	< 91%

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<b>Change History</b>			
Version	Date	Author	Description
E	6/29/15	M. Nussbaum	Three-year review. No changes necessary.
F	10/22/18	J. Houk	Adjusted Quality and Delivery definitions to align with new vendor ratings in QlikView. Changed AAI references to Textron Systems.
G	10/14/21	A. Breeding	Adjusted calculations definitions for quality and OTD. Added calculation definition for new composite score. Added new definitions for Red, Yellow, Green rating scales. Removed references to Service performance calculations.