SPFU

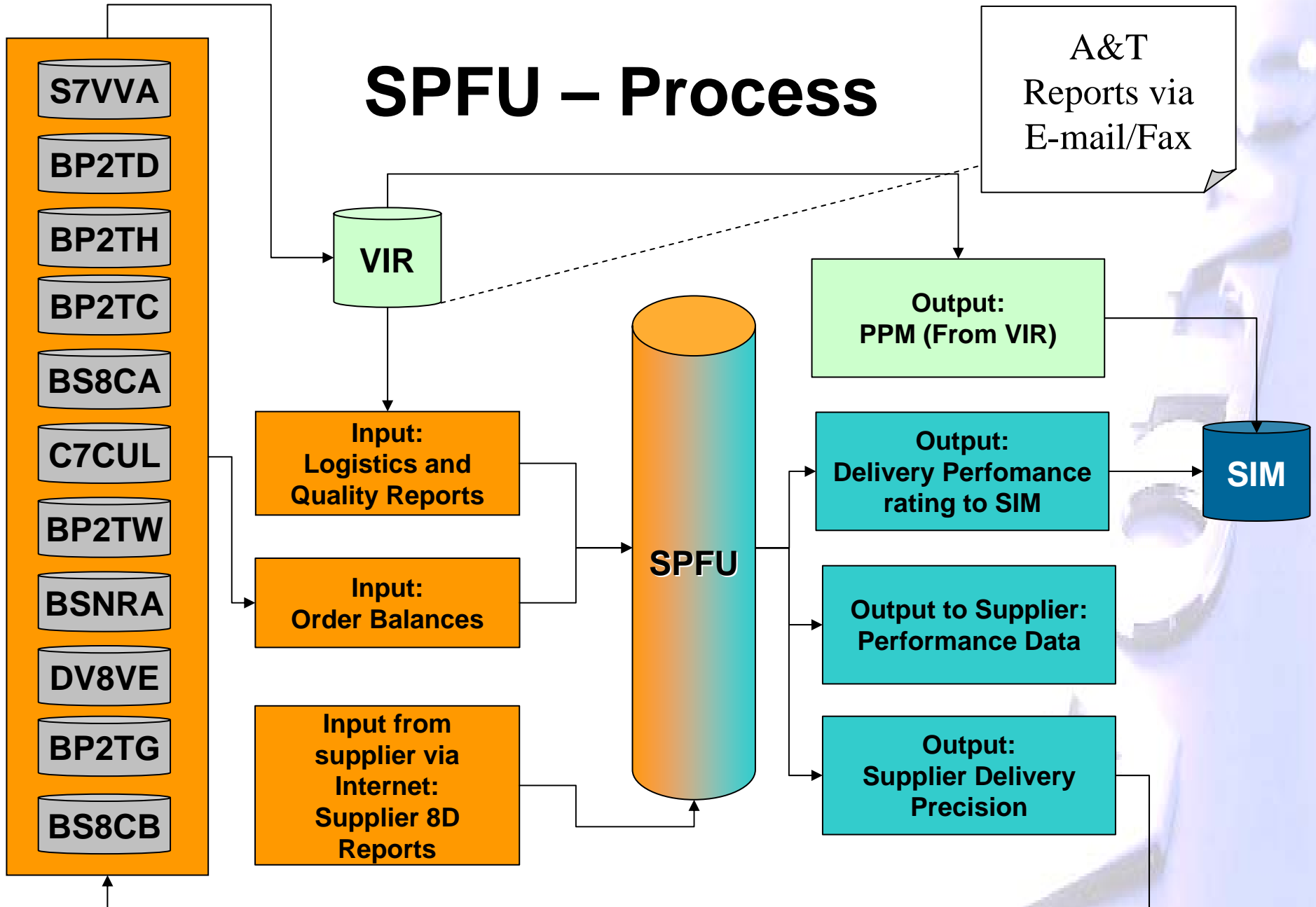# Supply Performance Follow Up

Guy Wulgaert

Manager Supply Chain

SPFU – Background

➢Control and improve the total supply chain.
➢Avoid recurrence.

➢The same tool reachable for both VCC and suppliers

➢To Support Sales to reach the goal of 2004 and onwards.

➢Be able to deliver all our vehicles to end customer on time.

➢Reach our total goal of delivery precision.

➢Web based Application

➢All deviation to be reported by using 8D in SPFU.

   ➢Delivery Precision

   ➢Administrative Errors

   ➢Technical rejection

SPFU – Plants Involved

➤ BP2TH – Assembly Plant, Torslanda
➤ BP2TD – Body Plant, Torslanda
➤ BP2TG – Engine Chassis Centre, Torslanda
➤ BP2TW – Customer Service, Torslanda
➤ S7VVA – Pininfarina AB Assembly Plant, Uddevalla
➤ C7CUL - Engine Plant, Skövde
➤ BSNRA – Body Components, Olofström
➤ BS8CA - Assembly Plant, Gent
➤ BS8CB - Engine Centre, Gent
➤ BP2TC - Overseas Manufacturing, Maastricht
➤ DV8VE - Engine Chassis Centre, Uddevalla

SPFU – Process

S7VVA

BP2TD

BP2TH

BP2TC

BS8CA

C7CUL

BP2TW

BSNRA

DV8VE

BP2TG

BS8CB

VIR

A&T Reports via E-mail/Fax

Input:
Logistics and Quality Reports

Input:
Order Balances

Input from supplier via Internet: Supplier 8D Reports

SPFU

Output:
PPM (From VIR)

Output:
Delivery Perfomance rating to SIM

Output to Supplier:
Performance Data

Output:
Supplier Delivery Precision

SIM

SPFU – Metrix

- Delivery Precision
- A Reports
- T reports
- Sim Logistics

- 8D has to be created if the delivery deviates from exact quantity and/or time of the deliveries from the supplier

SPFU – Metrix

➢ Delivery Precision

➢ A Reports

➢ T reports

➢ Sim Logistics

➢ 8D to be created for all Administrative failures

➢ E.g.

  ➢ Number of Missing Parts causing Number of Line Stop Minutes

  ➢ Number of Missing Parts causing Number of Affected Units in Post Line Assembly

  ➢ Number of pre-adviced missing parts causing Number of Postponed Units

  ➢ Number of Parts delivered with wrong or no part number on the label

  ➢ Number of Parts delivered with wrong or no quantity on the label.

  ➢ Number of Parts delivered with wrong or no information in the delivery note.

SPFU – Metrix

- ➤ Delivery Precision
- ➤ A Reports
- ➤ T reports
- ➤ Sim Logistics

- ➤ A report with quantity and the art of the flaw is created, when a defect in material is discovered.
- ➤ 8D to be created for all quality rejections

SPFU – Metrix

➢ Delivery Precision

➢ A Reports

➢ T reports

➢ Sim Logistics

➢ Provides detailed information about rating presented in SIM.

SPFU – The application

➢ Each Supplier (XXXXX) must be registrated and must work with SPFU.

VOLVO

Metric: [Delivery Precision ▼]   Supplier: xxxxx   Unit: [All ▼]   **Home**   8D   Reports   Help   Log out

Delivery Precision Home

VC Resp: All VCC Resps - **Supplier:** Testsupplier

Deviations | Alerts | In progress 8D | Approved 8D (past 2 weeks) | Disapproved 8D | 8D waiting for approval

8 lines   Plant: [All ▼]   Part: [All ▼]   Date: [Last 2 weeks ▼]   Click to link the selected deviations to an 8D

Supplier	Unit	Plant	Date ordered	Partnumber	Ordered	Delivered	Balance	Link
XXXXX	0	BS8CA	25/01/2005	8693762	270	270	-30	☐
XXXXX	0	BS8CA	24/01/2005	8693762	180	180	-30	☐
XXXXX	0	BS8CA	24/01/2005	30698534	150	150	30	☐
XXXXX	0	BS8CA	21/01/2005	30723929	196	0	-196	☐
XXXXX	2	BS8CA	27/01/2005	8699283	230	230	92	☐
XXXXX	0	BS8CA	25/01/2005	30698534	90	90	30	☐
XXXXX	2	BS8CA	26/01/2005	8699283	138	230	92	☐
XXXXX	0	BS8CA	26/01/2005	30698534	120	120	30	☐

Metric: [Delivery Precision ▼]   Supplier: xxxxx   Unit: [All ▼]   [Home]   8D   Reports   Help   Log out

Delivery Precision Home

VC Resp: All VCC Resps - **Supplier:** Testsupplier

Deviations | Alerts | In progress 8D | Approved 8D (past 2 weeks) | Disapproved 8D | 8D waiting for approval

8 lines   Plant: [All ▼]   Part: [All ▼]   Date: [Last 2 weeks ▼]   Click to link the selected deviations to an 8D

Supplier	Unit	Plant	Date ordered	Partnumber	Ordered	Delivered	Balance	Link
XXXXX	0	BS8CA	25/01/2005	8693762	270	270	-30	☐
XXXXX	0	BS8CA	24/01/2005	8693762	180	180	-30	☐
XXXXX	0	BS8CA	24/01/2005	30698534	150	150	30	☐
XXXXX	0	BS8CA	21/01/2005	30723929	196	0	-196	☐
XXXXX	2	BS8CA	27/01/2005	8699283	230	230	92	☐
XXXXX	0	BS8CA	25/01/2005	30698534	90	90	30	☐
XXXXX	2	BS8CA	26/01/2005	8699283	138	230	92	☐
XXXXX	0	BS8CA	26/01/2005	30698534	120	120	30	☐

Metric: [Delivery Precision ▼]   Supplier: xxxxx   Unit: [All ▼]   [Home] 8D   Reports   Help   Log out

Delivery Precision Home

[Deviations] | Alerts | In progress 8D | Approved 8D (past 2 weeks) | Disapproved 8D | 8D waiting for approval

8 lines   Plant: [All ▼]   Part: [All ▼]   Date: [Last 2 weeks ▼]   Click to link the selected deviations to an 8D

Supplier	Unit	Plant	Date ordered	Partnumber	Ordered	Delivered	Balance	Link
XXXXX	0	BS8CA	25/01/2005	8693762	270	270	-30	☐
XXXXX	0	BS8CA	24/01/2005	8693762	180	180	-30	☐
XXXXX	0	BS8CA	24/01/2005	30698534	150	150	30	☐
XXXXX	0	BS8CA	21/01/2005	30723929	196	0	-196	☐
XXXXX	2	BS8CA	27/01/2005	8699283	230	230	92	☐
XXXXX	0	BS8CA	25/01/2005	30698534	90	90	30	☐
XXXXX	2	BS8CA	26/01/2005	8699283	138	230	92	☐
XXXXX	0	BS8CA	26/01/2005	30698534	120	120	30	☐

Metric: [Delivery Precision ▼]   Supplier: xxxxx   Unit: [All ▼]   [Home]   8D   Reports   Help   Log out

Delivery Precision Home

VC Resp: All VCC Resps - **Supplier:** Testsupplier

Deviations | Alerts | In progress 8D | Approved 8D (past 2 weeks) | Disapproved 8D | 8D waiting for approval

8 lines   Plant: [All ▼]   Part: [All ▼]   Date: [Last 2 weeks ▼]   Click to link the selected deviations to an 8D

Supplier	Unit	Plant	Date ordered	Partnumber	Ordered	Delivered	Balance	Link
XXXXX	0	BS8CA	25/01/2005	8693762	270	270	-30	☐
XXXXX	0	BS8CA	24/01/2005	8693762	180	180	-30	☐
XXXXX	0	BS8CA	24/01/2005	30698534	150	150	30	☐
XXXXX	0	BS8CA	21/01/2005	30723929	196	0	-196	☐
XXXXX	2	BS8CA	27/01/2005	8699283	230	230	92	☐
XXXXX	0	BS8CA	25/01/2005	30698534	90	90	30	☐
XXXXX	2	BS8CA	26/01/2005	8699283	138	230	92	☐
XXXXX	0	BS8CA	26/01/2005	30698534	120	120	30	☐

Create and work with an 8D

➢The method and format for 8D is the same for:

    ➢Logistic delivery deviations

    ➢A-Reports

    ➢T-Reports

➢In this example a logistic delivery deviation is shown

Metric: [Delivery Precision ▼]   Supplier: xxxxx   Unit: [All ▼]   **Home**   8D   Reports   Help   Log out

Delivery Precision Home

VC Resp: All VCC Resps - Supplier: Testsupplier

Deviations | Alerts | In progress 8D | Approved 8D (past 2 weeks) | Disapproved 8D | 8D waiting for approval

29 lines   Plant: [All ▼]   Part: [All ▼]   Date: [All ▼]   Click to link the selected deviations to an 8D

Supplier	Unit	Plant	Date ordered	Partnumber	Ordered	Delivered	Balance	Link
XXXXX	0	BS8CA	17/01/2005	8693762	240	210	-30	☐
XXXXX	0	BS8CA	12/01/2005	30698535	48	48	48	☐
XXXXX	0	BS8CA	11/01/2005	8693762	120	0	60	☐
XXXXX	0	BS8CA	11/01/2005	30655660	96	96	-48	☐
XXXXX	0	BS8CA	11/01/2005	30698535	48	48	48	☐
XXXXX	0	BS8CA	10/01/2005	30655660	144	144	-48	☐
XXXXX	0	BS8CA	10/01/2005	8693762	150	150	180	☐
XXXXX	0	BS8CA	10/01/2005	30698535	96	192	48	☐
XXXXX	0	BS8CA	07/01/2005	8693762	30	30	180	☐
XXXXX	0	BS8CA	05/01/2005	30655660	528	528	-48	☐
XXXXX	0	BS8CA	05/01/2005	8693762	480	660	180	☐

First Screen

VOLVO

Metric: | Delivery Precision ▾ | Supplier: xxxxx   Unit: | All ▾ | **Home**   8D   Reports   Help   Log out

Delivery Precision Home

VC Resp: All VCC Resps - Supplier: Testsupplier

Deviations | Alerts | In progress 8D | Approved 8D (past 2 weeks) | Disapproved 8D | 8D waiting for approval

8 lines   Plant: | All ▾ | Part: | All ▾ | Date: | Last 2 weeks ▾ | Click to link the selected deviations to an 8D

Supplier	Unit	Plant	Date ordered	Partnumber	Ordered	Delivered	Balance	Link
XXXXX	0	BS8CA	25/01/2005	8693762	270	270	-30	☐
XXXXX	0	BS8CA	24/01/2005	8693762	180	180	-30	☑
XXXXX	0	BS8CA	24/01/2005	30698534	150	150	30	☑
XXXXX	0	BS8CA	21/01/2005	30723929	196	0	-196	☐
XXXXX	2	BS8CA	27/01/2005	8699283	230	230	92	☐
XXXXX	0	BS8CA	25/01/2005	30698534	90	90	30	☐
XXXXX	2	BS8CA	26/01/2005	8699283	138	230	92	☐
XXXXX	0	BS8CA	26/01/2005	30698534	120	120	30	☐

Starting up an 8D

Link 8D Deviations

Selected Lines

Supplier	Unit	Plant	Part	Date
XXXXX	0	BS8CA	8693762	24/01/2005
XXXXX	0	BS8CA	30698534	24/01/2005

If you selected one or more of these lines in error, please click here to cancel the link and retry.

8D

To link the deviations above to a **new** 8D, please fill in a problem description and click the Save button.

Number LP-xxxxx/00-001

Problem Picking list created too early

Save

You can also link the deviations to an **existing** 8D

Link	8D	Problem
link	LP-xxxxx/00-002	test holehn sdifdsfsjl
link	QP-xxxxx/00-001	Engine missing

Link 8D Deviations – Insert name or link to previous

Link 8D Deviations

Selected Lines

Supplier	Unit	Plant	Part	Date
XXXXX	0	BS8CA	8693762	24/01/2005
XXXXX	0	BS8CA	30698534	24/01/2005

8D

Status: The 8D with ID LP-xxxxx/00-001 has been created with 2 deviation(s) linked.

Please click here to close this window.

An 8D is created

VOLVO

Metric: [Delivery Precision ▼]   Supplier: xxxxx   Unit: [All ▼]   Home   **8D**   Reports   Help   Log out

Delivery Precision 8D

VC Resp: All VCC Resps - **Supplier:** Testsupplier

8D Status= [All ▼]

9 8D's displayed   8D's without linked deviations can be deleted. Click here to delete the selected 8D's

8D	8D Description	8D Creation date	Supplier ref. nbr.	Root cause	8D Status	Action
LP-xxxxx/00-001	Picking list created too early	03/02/2005		System	Closed	(2)
LP-xxxxx/00-002	test holehn sdifdsfsjl	07/02/2005	xixixix		Disapproved	☐
LP-xxxxx/00-003	backlogg parts	15/02/2005		Flexibility	In Progress	(1)
LP-xxxxx/00-004	Backlog.	16/02/2005	123edc		In Progress	(1)
LP-xxxxx/00-005	unbalance due to previous exceed deliveries	12/04/2005			In Progress	☐
LP-xxxxx/00-006	Excess Delivery	11/05/2005			Waiting	(6)
LP-xxxxx/00-007	Back order quantity not discovered in plan	11/05/2005			In Progress	(10)
LP-XXXXX/00-008	Stock deviation of nn parts.	30/06/2005	5478242972fskdjfs	Transport&packaging (supplier)	Closed	(5)
LP-XXXXX/00-009	test at Ford	13/07/2005		System	In Progress	(1)

SUPPLY PERFORMANCE FOLLOW UP

Metric: Delivery Precision ▼   Supplier: xxxxx   Unit: All ▼   **Home**   8D   Reports   Help   Log out

8D: LP-xxxxx/00-010   Show printable page

VCC Plant: BS8CA   Supplier: xxxxx   Supplier unit: 0   Supplier Resp: Mike Anderson   Supplier ref: 123-45-678-9
Volvo Cars Gent   Testsupplier   VCC Resp: HOLFHN Olehn, Hans

Action End Date ◯ = 01/09/2005 ◑ = _____ ◖ = _____ ◕ = _____ ● = _____   Save
dd/mm/yyyy

| D0 **Problem Awareness** ◯ | D1 Team | D2 Problem Description | D3 ICA ◔ | D4 Root Cause ◑ | D5 PCA ◕ | D6&7 Verified PCA ● | D8 Approval/Remarks | Attachments | Show lines |

Responsible <Select a previous teammember> ▼ _____   Target Date _____   Save   ?
                                                          dd/mm/yyyy

Symptom   ERA

To much delivered

D0 – Problem Awaraness in SPFU

SIM Logistics – Rating Display

Metric: [SIM Logistics ▾]   Responsible: [All ▾]   Supplier: [▾] [...] [**Sim**] Admin   Help   Log out

SIM Logistics Home

VC Resp: All VCC Resps - **Supplier:**

Rating Prod | Rating Service | Details |

Sim Rating Display - Production

Figures sent to SIM are based on Shipping performance and Communication Points.
To see more detailed information, choose Communication points or Shipping performance.

	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
Shipping performance	69	73.5	73.5	73.5	69	67.5	69.75	61.5	72	65.25	68.25	72	73.5
Communication points	25	25	25	25	20	20	25	25	20	20	20	25	20
Rounding	0	-0.5	-0.5	-0.5	0	0.5	0.25	-0.5	0	-0.25	-0.25	0	0.5
SIM Rating	**94**	**98**	**98**	**98**	**89**	**88**	**95**	**86**	**92**	**85**	**88**	**97**	**94**

If you want further information about the SIM file or the way the SIM score is calculated, please consult the Volvo Delivery Rating Manual on the SIM-site.

Metric: [SIM Logistics ▾]   Responsible: [All ▾]   Supplier: [▾] [...]   **Sim**   Admin   Help   Log out

SIM Logistics Home

VC Resp: All VCC Resps - **Supplier:**

Rating Prod | Rating Service | Details |

Sim details shipping performance - Production

	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
Delivery Precision (DP in %) for BP2TC	83	100	84	93	90	70	38	0	70	92	100	69	100
Delivery Precision (DP in %) for BP2TH	92	99	99	97	89	89	92	93	97	89	93	94	98
Delivery Precision (DP in %) for BS8CA	91	100	99	99	97	91	93	81	97	81	86	100	98
Delivery Precision (DP in %) for BS8CA (unit:1)	100	-	100	63	83	100	46	100	0	100	39	-	100
Delivery Precision (DP in %) for BS8CA (unit:2)	99	100	97	97	87	100	96	100	98	89	95	100	100
Overall Delivery Precision (DP in %)	92	98	98	98	92	90	93	82	96	87	91	96	98
Shipping performance Points (DP*0,75)	69	74	74	74	69	68	70	62	72	65	68	72	74

Overall Delivery Precision is based on "(total number of parts ordered) - (total failure points) / (total numbers of parts ordered)"

If you want further information about the SIM file or the way the SIM score is calculated, please consult the Volvo Delivery Rating Manual on the SIM-site.

Metric: [SIM Logistics ▼]   Responsible: [All ▼]   Supplier: [_____ ▼] [...]   **Sim**   Admin   Help   Log out

SIM Logistics Home

VC Resp: All VCC Resps - **Supplier:**

Rating Prod | Rating Service | Details |

Sim Rating Display - Production

Figures sent to SIM are based on Shipping performance and Communication Points.
To see more detailed information, choose Communication points or Shipping performance.

	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
Shipping performance	69	73.5	73.5	73.5	69	67.5	69.75	61.5	72	65.25	68.25	72	73.5
Communication points	25	25	25	25	20	20	25	25	20	20	20	25	20
Rounding	0	-0.5	-0.5	-0.5	0	0.5	0.25	-0.5	0	-0.25	-0.25	0	0.5
SIM Rating	**94**	**98**	**98**	**98**	**89**	**88**	**95**	**86**	**92**	**85**	**88**	**97**	**94**

If you want further information about the SIM file or the way the SIM score is calculated, please consult the Volvo Delivery Rating Manual on the SIM-site.

Metric: [SIM Logistics ▼]   Responsible: [All ▼]   Supplier: [▼] [...]

SIM Logistics Home

VC Resp: All VCC Resps - **Supplier:**

[Rating Prod] | Rating Service | Details |

Sim details communication points - Production

	Max	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
A-Reports	-5p	0	0	0	0	-5	-5	0	0	-5	-5	-5	0	-5
Call-off, DELINS and/or DELFOR	-10p	0	0	0	0	0	0	0	-	0	0	0	0	0
AVIEXP/DESADV	-10p	0	0	0	0	0	0	0	-	0	0	0	0	0
LABEL	-5p	0	0	0	0	0	0	0	-	0	0	0	0	0
Logistics Evaluation	-5p	-	-	0	-	-	-	-	-	-	-	-	-	-
Total points	-35p	0	0	0	0	-5	-5	0	0	-5	-5	-5	0	-5
Communication points	**0p**	**25**	**25**	**25**	**25**	**20**	**20**	**25**	**25**	**20**	**20**	**20**	**25**	**20**

If you want further information about the SIM file or the way the communication points are calculated, please consult the Volvo Delivery Rating Manual on the SIM-site.

Metric: [SIM Logistics ▾]   Responsible: [All ▾]   Supplier: [▾] [...]   **Sim**   Admin   Help   Log out

SIM Logistics Home

VC Resp: All VCC Resps - **Supplier:**

[**Rating Prod**] | Rating Service | Details |

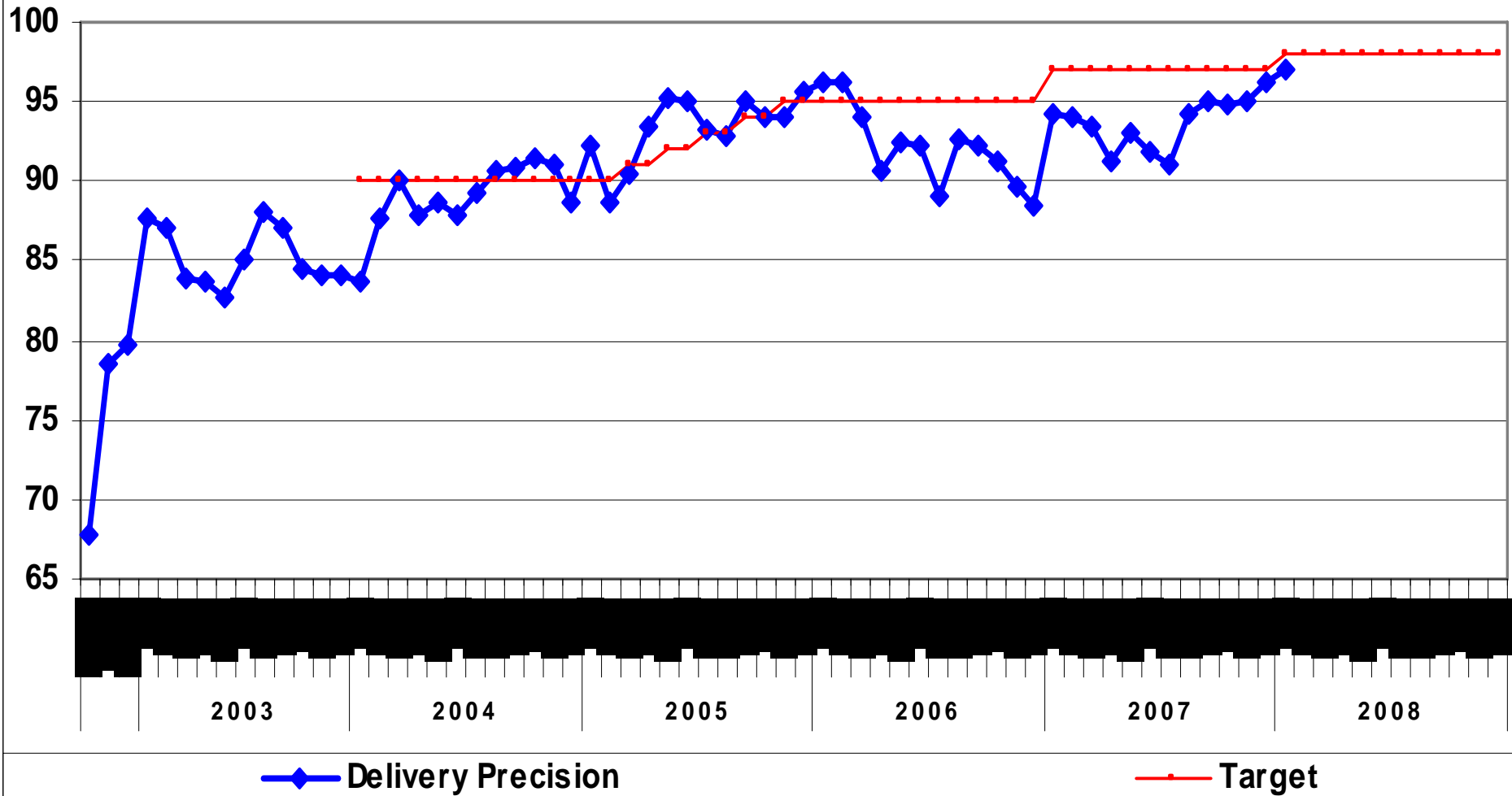## Sim Rating Display - Production

Figures sent to SIM are based on Shipping performance and Communication Points.
To see more detailed information, choose Communication points or Shipping performance.

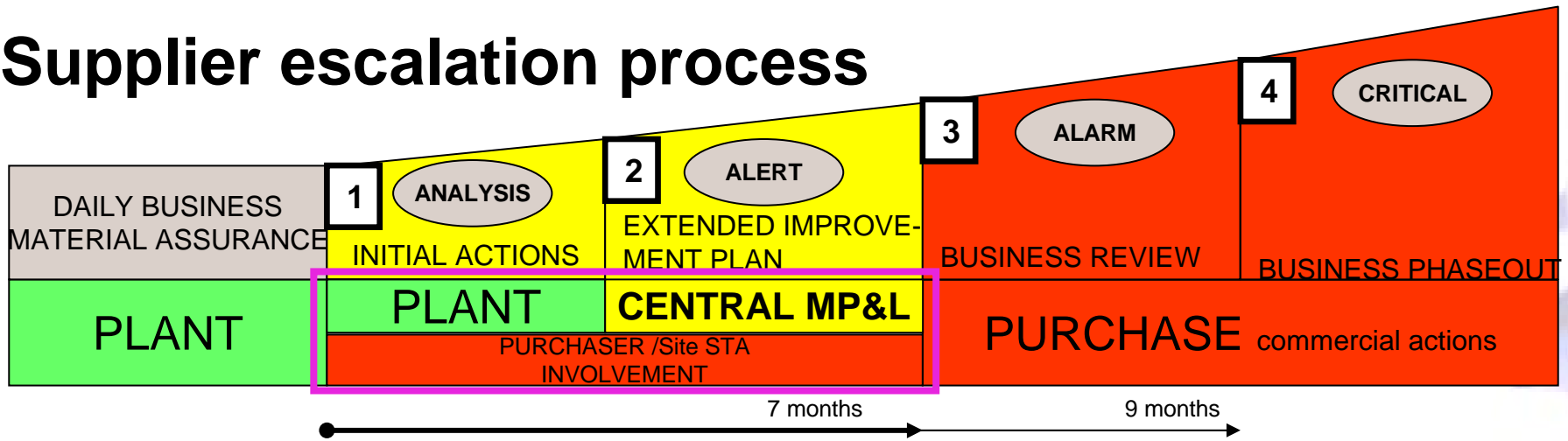|	Dec 2003	Jan 2004	Feb 2004	Mar 2004	Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sep 2004	Oct 2004	Nov 2004	Dec 2004
Shipping performance	69	73.5	73.5	73.5	69	67.5	69.75	61.5	72	65.25	68.25	72	73.5
Communication points	25	25	25	25	20	20	25	25	20	20	20	25	20
Rounding	0	-0.5	-0.5	-0.5	0	0.5	0.25	-0.5	0	-0.25	-0.25	0	0.5
SIM Rating	**94**	**98**	**98**	**98**	**89**	**88**	**95**	**86**	**92**	**85**	**88**	**97**	**94**

If you want further information about the SIM file or the way the SIM score is calculated, please consult the Volvo Delivery Rating Manual on the SIM-site.

Delivery Precision Batch Material VCM 2000 / 2008

Legend: Delivery Precision, Target

Supplier escalation process

RE-SOURCE

DAILY BUSINESS MATERIAL ASSURANCE	**1** ANALYSIS INITIAL ACTIONS	**2** ALERT EXTENDED IMPROVE-MENT PLAN	**3** ALARM BUSINESS REVIEW	**4** CRITICAL BUSINESS PHASEOUT
PLANT	PLANT	CENTRAL MP&L	PURCHASE commercial actions	

PURCHASER /Site STA INVOLVEMENT

7 months   9 months

Driver	PLANT SCC	CENTRAL MP&L	Commodity buyer	Commodity buyer
Mgmt level	Group mgr SCC (report to: mngr PLANT Supply Chain)	Sect mngr Supply Chain (report to: Central MP&L mngr)	Section mgr (report to:)	Purch director (report to Purch Mgmt)
Internal action	Analyse data, organise rushtrpts, telephoneconf with supplier, invites supplier in plant	High level Log meeting. Be at supplier till problem solved. Initiate SRM	Appoint champion Validate new business on hold	Validate phase-out Re-sourcing
Supplier action	Set up and agree probl action plan	CEO confirmation Extended improvem plan	Supplier Parent action Top mgmt involved	
Revert criteria	Action plan OK Stable solution	Action plan OK Stable solution	To be stipulated by management	

Thank You