GE Aerospace

Supplier Rating System (SRS)

V3 Supplier Training and FAQs
November 9, 2023

Agenda

- GE Aerospace Supplier Team Structure and Objectives
- Supplier Rating System Overview and Key Outcomes
- V3 Release Summary
  - UI Improvements
  - KPI Changes
  - VOC Changes
  - Action Plan Changes
- Summary and Expectations

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GE Aerospace Supplier Team Structure and Objectives
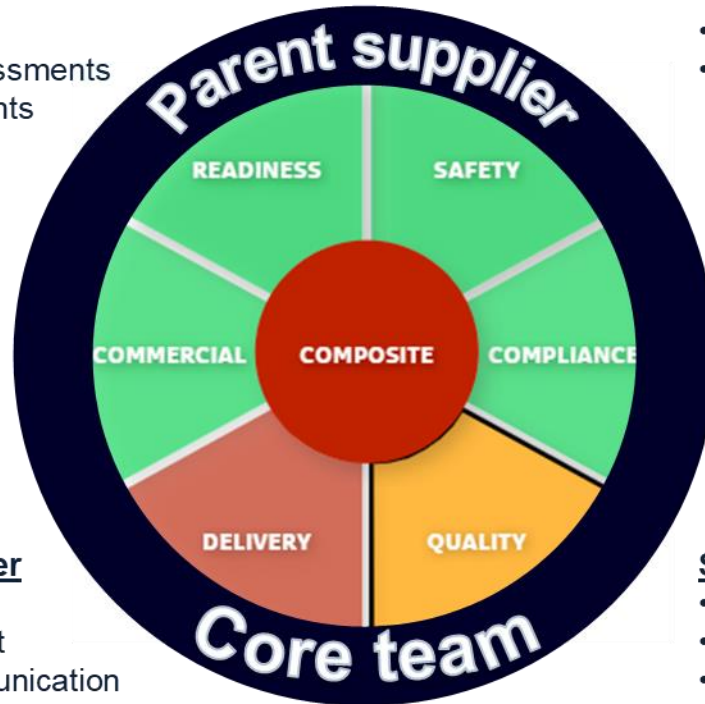
Supplier Team Structure

Value Engineer
- Long term productivity
- Contingency planning
- Source capability assessments
- Should cost assessments

Buyer
- Procurement process
- REQ placement
- ITC License Requirements
- New product negotiations

Supplier Fulfillment Leader
- Part number delivery
- Delivery risk abatement
- Internal delivery communication

Readiness Leader
- Supplier level delivery
- Rate readiness
- Supplier LEAN

Contract Performance Manager
- Contract management
- Productivity
- Supplier performance (SRS)
- LTA negotiations
- **Team op rhythms**

Supplier Quality Engineer
- Quality issue containment
- Proactive quality identification
- Special process

Parent supplier
Core team

READINESS | SAFETY
COMMERCIAL | COMPOSITE | COMPLIANCE
DELIVERY | QUALITY

Supplier Team Support:
Legal
Commercial Ops
Business Ops
Metals Strategy
Product Line Focal
Change Management
Compliance
Finance
Procurement Ops
Field Support
Mfg. Engineering
Design Engineering
Value Engineering
Commodity Strat Leader
Services Sourcing
...

True North: Team empowered to drive decisions and activities to achieve outcomes for a **green** rosetta

Supplier Rating System Overview and Key Outcomes

Supplier Rating System- Overview

GE Aerospace and Supplier Alignment

- Key Performance Indicators (KPIs) are designed to enable success in meeting customer requirements (products with zero defects on time at the best price)
- KPIs reflect quantitative and qualitative performance measures

Accountability

- Ability to establish shared goals and performance targets within the tool
- Action plans created by GE Aerospace or suppliers ensure progress

QEM Metric Definition

A QEM (Quality Event Management) event occurs when a supplier produces and ships a nonconforming (NC) part to a GE-Aviation site. The QEM KPI is calculated by taking the number of QEM events opened over the last 12 months and applying the following coefficients based on age.

0-3 months: 1
3-6 months: .75
6-9 months: .5
9-12 Months: .25

The color of the QEM KPI is determined using the following thresholds:

GREEN: 0-1 events
YELLOW: 1-2 events
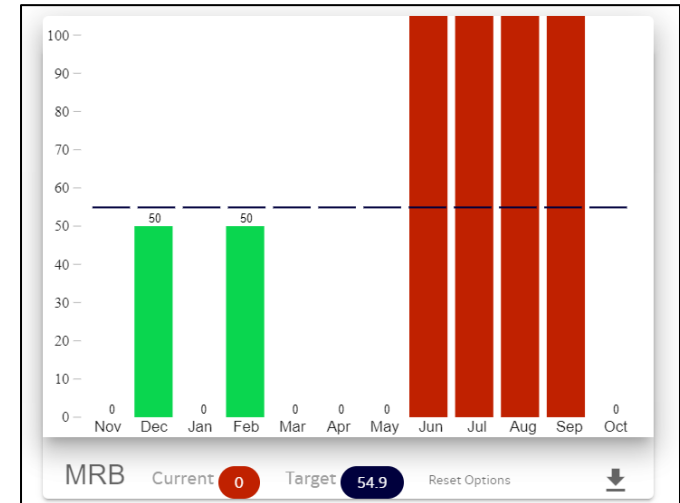
Transparency

- KPIs are clearly defined within the tool
- Detailed data is provided for reconciliation
- Data is refreshed in near real time

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– Supplier Rating System V3 Release Changes

Supplier Rating System- New Homepage

Supplier Rating System- New Supplier Page

Navigation to details for action plans, VOC, and profile

Action Plans   VOCs   Profile Details

SAFETY   COMPLIANCE   QUALITY   DELIVERY   COMMERCIAL   READINESS

Rosetta segment navigation through buttons or clicking rosetta segments

READINESS   SAFETY
COMMERCIAL   COMPOSITE   COMPLIANCE
DELIVERY   QUALITY

Quality Event Management — 0.2

Material Review Board — 7

VOC — 0

⬇ Download KPI Verification

KPI definition card can be expanded to show Red/Yellow/Green thresholds and calculations

MRB Metric Definition
When a nonconformance (NC) ...

Selected KPI detailed data and trends

MRB   Current 0   Target 54.9   Reset Options

Search MRB Data

Exclude	DocumentId	Part Number	NC Quantity	Rating Period	MRB Lines	Metrics Data
No			3	202310	9	2023-06-15
No			122	202310	1	2023-01-18

Rows per page: 10   1-2 of 2   <   >

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Supplier Rating System- New Voice of Customer (VOC) Page

GE Aerospace   Supplier Rating System (SRS)

Home   Supplier Ratings   Action Plans   VOCs   Segmentation

VOCs (Voice of Customer)

< SUPPLIER RATING

Action plans are now a separate object and may be or may not be needed to address VOC feedback

Action Plans   VOCs   Profile Details

Add New VOC   Archive

Voice of customer comments are used to provide real time qualitative feedback on performance

Filter/Sort

Great job!
Time since last safety incident

Category: SAFETY
Color: 🟢

Can and should be used to note positive events or performance trends

TEST
TEST for Demo

Category: COMPLIANCE
Color: 🟠

May also indicate areas that require an action or improvement

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Supplier Rating System- New Action Plan Page

GE Aerospace   Supplier Rating System (SRS)

Home   Supplier Ratings   Action Plans   VOCs   Segmentation

Action Plan

< SUPPLIER RATING

Action plans can be created by GE or supplier to address improvement or sustainment plans

My Roles

Action Plans   VOCs   Profile Details

Action plans may exist for any or all rosetta segments

Add New Action   Archive   SAFETY   COMPLIANCE   QUALITY   DELIVERY   COMMERCIAL   READINESS

Expand All   Collapse All

Action owners are notified via email upon creation

Quality Action Plan	Subs	Owner	Status	Impact	GE Comments	Supplier Comments
Quality with GE	1 ∧	RO 5	IN PROGRESS	$ 1	GE may create and enter comments here	Supplier may create and edit comments here

Sub Actions		Owners	Status	Planned Date	GE Comments	Supplier Comments
Sub GE			IN PROGRESS	2023-10-31	Sub action GE comments done by a GE person. Sub action GE comments don...	Supplier comments are here for testing purposes and that is all... Sup...

Action plans may have multiple actions and sub actions

Comments may be edited by clicking in the comments field

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Supplier Rating System- Quality

SAFETY   COMPLIANCE   **QUALITY**   DELIVERY   COMMERCIAL   READINESS

The Quality score is comprised of three elements:

- **Quality Event Management**: A QEM (Quality Event Management) event occurs when a supplier produces and ships a nonconforming (NC) part to a GE-Aviation site. The QEM KPI is calculated by taking the number of QEM events opened over the last 12 months and modified by a time coefficient

- **Material Review Board:** When a nonconformance (NC) is created by a supplier, they can submit a waiver request through the Material Review Board (MRB) via the eNMS application. GE-Aviation will then disposition the part for potential use. The MRB metric is calculated using the number of MRB line items opened over the last 12 months and modified by a time coefficient

- **Voice of Customer:** Measures the color of the lowest open Voice of customer feedback submitted by GE Aerospace.

Additional Elements:

- **Bowler Chart**: Displays the end of month score for each Quality KPI over the past 12 months. Detailed data can be downloaded in spreadsheet form by clicking on the download arrow located on the lower right-hand corner of the chart.

- **Exclusions**: Allow GE Aerospace users to exclude quality line items so that they will not influence the related KPI. Ask your GE Quality owner for more information on how an item can be excluded.

Search MRB Data

Exclude	DocumentId	Part Number	NC Quantity	Rating Period	MRB Lines
No			60472	202310	4

MRB   Current 0   Target 54.9   Reset Options

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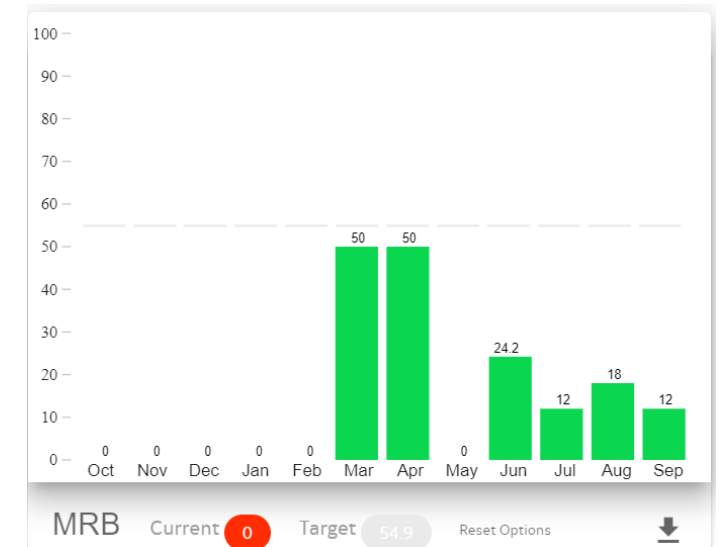
Supplier Rating System- Delivery

SAFETY COMPLIANCE QUALITY **DELIVERY** COMMERCIAL READINESS
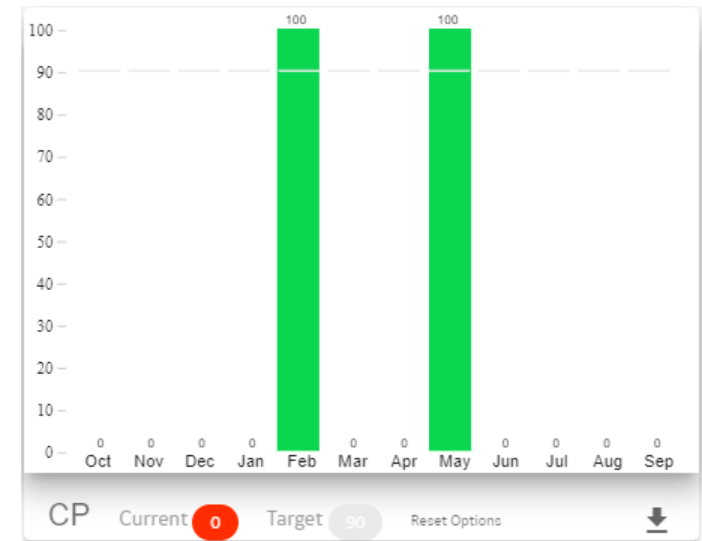
The Delivery score is comprised of four elements:

- **On-Time Delivery (OTD)**: Trailing 26 weeks- OTD = (# of pieces received on time) / (# of pieces received)

- **Commit Participation:** Forward looking 13 weeks- Number of Weeks with Commits / Number of Weeks Required to Commit (includes Commits of 0)

- **NEW Parts Under Min: Count of unique part numbers under minimum PFEP inventory levels**

- **Voice of Customer:** Measures the color of the lowest open Voice of customer feedback submitted by GE Aerospace.

There are two reference KPIs that DO NOT impact the overall score:

- **NEW PFEP Attainment: Percentage of parts between minimum and maximum PFEP inventory levels**

- **Commit Accuracy**: Trailing 13 weeks- Number of Weeks Meeting Commits/ Number of Weeks Required to Commit

Additional Elements

- **Bowler Chart**: Displays the end of month score for each Delivery KPI over the past 12 months. Detailed data can be downloaded in spreadsheet form by clicking on the download arrow located on the lower right-hand corner of the chart.

- **Exclusions**: Allow GE Aerospace users to exclude delivery line items and supplier users to request exclusions so that they will not influence the related KPI. Ask your GE Delivery owner for more information on how an item can be excluded.

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Supplier Rating System- Commercial

SAFETY COMPLIANCE QUALITY DELIVERY **COMMERCIAL** READINESS

The Commercial score is comprised of four elements:

- **NEW CY Productivity: Current year productivity= $$ value of productivity projects executed in year/ $$ value of current year productivity target**

- **NEW Productivity Pipeline: = $$ value of productivity pipeline projects submitted/ $$ value of productivity pipeline target**

- **Voice of Customer:** Measures the color of the lowest open Voice of customer feedback submitted by GE Aerospace.

There are one reference KP that DOES NOT impact the overall score:

- **UNDER DEVELOPMENT Financial Health:** Measures the financial health rating as reported by a third party- Rapid Ratings

Target values set by supplier team- progress measured in standard op rhythms

CY Productivity Edit

Executed Productivity
$1,000,000

Thresholds

GREEN >= $800,000   LOW >= $500,000

Last Updated by Taylor Hayden on 11/01/23

Cancel   Save

Productivity Pipeline Edit

Productivity Pipeline
$3,000,000
<= 100

Thresholds

GREEN >=$2,400,000 YELLOW >=$1,500,000

Last Updated by Taylor Hayden on 11/06/23

Cancel   Save

Additional Elements

- **Bowler Chart**: Displays the end of month score for each Delivery KPI over the past 12 months. Detailed data can be downloaded in spreadsheet form by clicking on the download arrow located on the lower right-hand corner of the chart.

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– Supplier Rating System FAQs and Q&A

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Supplier Rating System- SLIDO

#SRS

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Supplier Rating System- FAQS

Q: I cannot see my suppliers on my homepage or on the SRS ratings page. How can I get access?

- A: Your GE Aerospace sourcing contact can request access to SRS on your behalf for your supplier codes.

Q: Is a supplier's rating for each individual GE Aerospace manufacturing site, or a composite for all of GE Aerospace?

- A: The rating is a composite of all parts shipped directly to GE sites

Q: What types of suppliers will be included in Supplier Rating System?

- A: Currently Supplier Rating System is active for suppliers with direct shipments to a GE site.

Q: How often are ratings and the Rosetta updated?

- A: Ratings are updated within roughly an hour of being modified. This includes Voice of Customer ratings and part exclusions. Underlying data is refreshed weekly.

Q: How does GE intend to complete a Voice of Customer for Safety?

- A: If a safety related observation or issue is identified by any GE personnel through a site visit, conversation with a supplier, or any media communication, it is the expectation of the GE Aerospace employee to log the issue into the Safety VOC section with an appropriate severity rating depending on the risk to employee safety or environmental concern. Please refer to the SEPM manual for additional details on the types of VOCs that can be entered

Supplier Rating System- FAQS

Q: When does an MRB (eNMS) ticket link to SRS?

- A: MRB's opened in the past 12 months are reflected in the quality rating, unless excluded by a GE quality resource.

Q: How is the Delivery KPI scored/affected when part schedules are pulled in within lead time or schedules are short-cycled and not pushed out to lead time?

- A: When part cycles are compressed and the parts are delivered after their due date, the lines will be automatically excluded and reflected in the adjusted score. When part cycles are compressed and the parts are delivered on time, these parts will be included in the adjusted score.

Q: I disagree with my score, what should I do?

- A: Please feel free at any time to bring up any scoring issues with your Ge Aerospace sourcing contacts. They will be able to work with you on any disputed line items or raise a request on your behalf if necessary.

Q: How can I add my supplier sites to my homepage?

- A: On the 'Supplier Ratings' tab in SRS, you will see all supplier sites that have been assigned to your GE Aerospace SSO. To add any of these sites to your homepage, click on the '+' icon on the lower right portion of the supplier's card.

Q:

- A:

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