

Ford Scorecard IATF 16949 Quick Reference Guide

Background

For all IATF 16949 audits, there are three key steps to ensure a robust audit plan accounting for performance:

Rules 5.7.1 c) "customer and internal performance data since the previous audit"

Rules 5.7.2 Audit plan "certification body shall undertake an analysis of the required information (see section 5.7.1)"

Rules 5.7.2 a) "Each audit plan shall identify a minimum of one (1) hour on site ... for verification of data ..."

This Scorecard IATF 16949 Quick Reference Guide identifies the specific scorecards, information, and requirements relevant to each of the Rules steps mentioned above.

A separate document provides images of the Ford scorecards and reports and is identified below.

The Ford Scorecard Screen Images document is available through the [IATF Globaloversight web page](#).

Also included in this Scorecard IATF 16949 Quick Reference Guide is the Ford OEM CSR and supplier code applicability to divisions and joint ventures with Ford.

1. Ford Scorecard – what performance data to use for audit pre-planning? (Rules 5.7.1 c)

The client should provide the following customer performance data for Ford product (images are shown in the Ford Scorecard Screen Images document, see the [IATF Globaloversight web page](#)):

- **Q1 Scoring Detail SIM screen** confirming supplier name, manufacturing GSDB site code, city and state/region;
 - Screen includes: Q1 status; Q1 score dashboard; Q1 scores for: Capable Systems, Quality, Delivery and Warranty Performance; Production and Service;
- **Performance Metric Summary screen** showing details of Production and Service PPM; 13 months of performance trends; Delivery ratings; Warranty; BSAQ concern report counts;

Note 1: It is not acceptable for the client to provide SIM report cards more than two weeks old at the time of submission to the CB (SIM is updated weekly).

Note 2: Overall site performance is for the Primary site code, not for any linked Alternate site code

Note 3: A recommended Q1 status is not to be used, only use the "Present Q1 status" in Q1 Score Details

Note 4: Multiple site codes may exist at a single location, but should all be linked to the Primary site code

- In providing the full Q1 Scoring Detail and Performance Metrics Summary page prints to its certification body, this includes all interactions with Ford associated with any red or orange rated zero-tolerance metrics. Zero-tolerance metrics that impact RED supplier status reported to the relevant IATF Oversight Office (see Section 4 below) are defined as:
 - Commodity PPM for both Production and Service
 - Stop Shipments
 - Q1 Manufacturing Site Assessment
 - Field Service Actions
 - Delivery for both Production and Service

2. How does an auditor analyze the Ford scorecard data? (Rules 5.7.2)

- Confirm the Manufacturing GSDB site code, site name, city and state match the certificate and audit profile (refer to the note above regarding "Multiple site codes").
- Review Q1 Scoring Detail (Q1 Score Dashboard) for red scores – should be included in the audit plan. Orange scores are to be considered for the audit plan and yellow items offer continuous improvement opportunities. Review each category (Capable Systems; Quality, Delivery and Warranty Performance) for details of the scoring. See the Ford screen images document (link on page 2) for details of how to show colors on the PDF image of the Q1 Score Dashboard.
- Confirm the "Present Q1 status" to determine the applicability of IATF Special Status (Q1 Revoked)
- Review Performance Metric Summary to determine performance trends and months of activity

3. What does an auditor focus on in the verification of the data? (Rules 5.7.2 a)

During the 1 hour pre-meeting, the CB auditor confirms online with the client reviewing the Ford SIM screens:

- The client site GSDB code, site name, city and state/region on any SIM screen, paying close attention to identify any Alternate site codes shown – the Primary GSDB site code is the one recorded in the audit report
- Review the current Q1 status and Q1 Score Dashboard, noting any change of metric color codes since the pre-planning submission to adjust the audit plan if necessary
- Review detail links from Performance Metrics Summary page to get part numbers and other specifics.
- Ask if any Engineering Alerts have been issued, temporarily modifying part specifications and ask about associated controls and part identification
- Review the Performance Metrics Summary page or any recent Field Service Actions or Stop Shipments

Note: verified GSDB site codes for associated extended manufacturing sites should also be recorded in the audit report

FORD OEM Quick Reference Guide, showing CSR and supplier code applicability

	FORD*	Lincoln*	Auto Alliance Thailand (AAT) (Rayong, Thailand)	Jiangling Motor Co (JMC) (China)	Sollers (Russia)	Otosan (Turkey)	ChangAn Ford (CAF) (China)
Numbering Scheme / Structure of Supplier Codes (if applicable)	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes	Ford GSDB codes
Can more than 1 supplier code exist for the same supplier (e.g. based on commodity, currency, etc.)?	YES	YES	YES (Only for Ford production parts)	YES (Only for Ford production parts)	YES	YES	YES
Is a supplier code required to be entered in the IATF Database as a Ford vendor? *	YES	YES	YES (Only for Ford production parts)	YES (Only for Ford production parts)	YES	YES	YES
Which supplier code should be entered into the IATF Database if more than 1 supplier code exists for the same site?	<p>The Primary site code(s)* used to track the site performance should be entered in the IATF database. A Primary site has a Q1 Status code other than blank, "Z" or "2", and has a Q1 score calculated. A Primary site code will not have a yellow caution warning sign or yellow highlights in the SIM banner. Alternate site codes display a yellow warning sign, a redirect message to the primary site code, and the Q1 score and status from the primary code.</p> <p>* Note that in some instances Ford may recognize a partitioned facility as two distinct sites, with two distinct primary site codes, which may share an IATF certification.</p>						
Is the IATF OEM scorecard used for suppliers to these organizations? If not, what is used?	YES	YES	YES (Only for Ford production parts)	YES (JMC QMS system for those suppliers not in Ford system)	YES	YES	YES
Are the suppliers required to meet the FORD OEM CSRs?	YES	YES	YES (Only for Ford production parts)	YES (For common Ford programs)	YES	YES	YES
If not, are there own CSRs that have to be met?	---	---	---	---	---	---	---

*Includes Production, including Detroit Chassis Plant (DCP), and Service (FCSD – Ford Customer Service Division and FCS – Ford Component Sales)

Ford's current supplier quality requirements are available through Ford Supplier Portal (Covisint)

<https://fsp.portal.covisint.com/web/portal>, specifically on the [Quality System and Supplier Documents](#) page (Ford Supplier Portal ID and password required).

Screen shots of the scorecard pages identified above are available through the IATF Global Oversight web page, <https://www.iatfglobaloversight.org/oem-requirements/quick-reference-guides/>

4. A supplier may be issued a performance complaint when the following red supplier criteria reported to the relevant IATF Oversight Office are met:

- 8 weeks of sustained unacceptable performance
 - Q1 score < 80 points with no current override for recommended Q1 status change.
 - Where Sites have a Q1 status of X or R status having 0 points in the zero tolerance categories, regardless of Q1 score:
 - Production/Service Commodity PPM
 - Stop Shipments
 - Q1 Manufacturing Site Assessment (MSA)
 - Field Service Actions
 - Production/Service Delivery Performance