

| Key Performance Indicator (KPI) | KPI Description | What the KPI Measures | Indicator Expressed in; | Remarks |
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| 1. Customer Metrics | | | | |
| Item Escape Rate (IER) | Number of non-conforming items under company liability vs. Number of items delivered by the company during the period. | Number of items delivered to the customer and subsequently identified by this customer as not compliant to the applicable definition or specification. It excludes non-conformities that are not under liability of the organization (e.g. parts damaged by the customer during installation). | Parts per million (PPM) or % | For Detailed Definitions and Formula refer to SCMH Section 5.1.2 Delivery KPI Detailed Definitions. |
| Defects per Unit (DPU) | Number of system defects, under company liability vs.. Number of systems delivered by the company during the period. | Number of system defects, anomalies or non-conformities detected on a delivered system or assembly by the customer to whom it was delivered. It excludes defects or non-conformities that are not under liability of the organization (e.g. systems or assemblies damaged by the customer during installation, parts removed with no defect fault because of incorrect trouble shooting by the customer, etc.). | Unit per system or assembly | For Detailed Definitions and Formula refer to SCMH Section 5.1.2 Delivery KPI Detailed Definitions. |
| Concession Rate (CR) or Concession Number (CN) | Number of conceded items delivered vs.. Number of items delivered by the company during the period. | Number of items delivered by the organization to its customer covered by a concession accepted by the customer vs. total Number of items delivered by the company to its customer during the period. May also be the total number of items delivered by the organization to its customer covered by a concession accepted by the customer during the period. | PPM, % or Unit | For Detailed Definitions and Formula refer to SCMH Section 5.1.2 Delivery KPI Detailed Definitions. |
| Concession per System (CPS) | Number of concessions raised on systems (or assemblies) vs. Number of systems or assemblies delivered by the company during the period. | Number of concessions accepted by the customer on systems (or assemblies) delivered by the organization divided by the number of systems (or assemblies) delivered by the organization to this customer during the period. | Unit | For Detailed Definitions and Formula refer to SCMH Section 5.1.2 Delivery KPI Detailed Definitions. |
| On Time Delivery to Customer | On Time Delivery punctuality level of item deliveries (at the customer) | On Time Delivery (OTD): Number of Purchase Order lines/items delivered on time in the period by the company vs. Number of Purchase Order lines/items due in the period. | % | For Detailed Definitions and Formula refer to SCMH Section 5.1.2 Delivery KPI Detailed Definitions. |
| Customer Delivery Delay Average | Delay Average): degree of performance related to the late delivered items (at the supplier) | Delay Average or Delivery Variance (DV): Cumulative number of days for all late deliveries in the period vs. number of late deliveries in the period. | Unit (days) | For Detailed Definitions and Formula refer to SCMH Section 5.1.2 Delivery KPI Detailed Definitions. |
| 2. Engineering and Product Development | | | | |
| Quality of Engineering Release (Design Right First Time) | Reworks on engineering drawings, Number of published drawings which require a rework for correction. | Measures the corrections that are requested internally (by Design Engineering, Manufacturing Engineering) after the design deliverable has been released and the design activity (tool/process) failed to prevent the error. Out of scope: - Drawing changes due to new customer demand - Improvement requests | count or % | Depending of the nature and the complexity of the drawings, it might be either the number of drawings that have required a modification or the number of corrections required in one or several drawings. What is exactly measured and scope of study (all product life cycle, during development only, origin of the issue detection - internal, by the customer...) must be clearly defined as targets and possible actions might differ depending on the context. |
| Design and Engineering Escapes | A measure of missed requirements or requirements non-compliant with the defined design or specification. | An Engineering or Design escape occurs when components, products, or other deliverable products or services do not meet technical specifications or technical requirements/expectations, as identified by the producer or customer and root cause determines the event is a result of: • a noncompliance to standard work in place at the time the hardware was designed or service was provided, and/or • a failure to meet reasonable engineering design practices at the time the hardware was designed or service was provided. | Percent % | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |
| On Time Internal Engineering Release | It is a measure of the adherence to the release requirements as developed in the current Product Development Plan. | Schedule Performance Index - Actual release date relative to planned release. | Percent % | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |
| Engineering Capacity | This metrics is used to measure of the business engineering capacity required to cover the customer's needs related to a certain scope of work (e.g., contract, program, process, etc.) | Estimate resource needs based on complexity scale. Measure estimated resource needs versus actual. | Percent % | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |



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| Classification of Engineering Changes | It is a measure of the basic nature/reason of engineering design/product definition changes. | It is a pareto analysis of design change categories | Count or Percent % | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |
| On-Time Design Changes Completed | It is a measure of design changes completed on-time vs. total number of design changes due to have been completed within a certain period of time. | Measures the quantity of engineering design/product definition changes. Depending on the nature of the business it may be more suitable to measure by program or product family. | Percent (%) | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |
| Design Changes Requested | Number of requests for design changes per month or year. | Measures the quantity of requested engineering design/product definition changes. Depending on the nature of the business it may be more suitable to measure by program or product family. | Count of total requested changes over the prescribed period of time | Count per designated frequency for a program or project. |
| Design Change Cycle Time | Engineering cycle time for implementing design change to correct an issue. | Engineering Cycle and lead-time to execute design changes to correct an issue. | Time (days, weeks, months...) | Summation of time spent by engineering labor obtaining development hardware and running tests. |
| Design Quality at Design Review | Number of design issues raised during a design review that require engineering action. | Measure of design quality at a specific design review. Exact scope (customer review and/or internal peer review) must be defined as objectives and targets are different. | Count per designated frequency for a program or project | Review outcomes: Count design issues & track reasons or classification of issues (missed requirements, criticality of missed or poor execution, results of risk assessments (severity/impact, likelihood of occurrence, detectability), other impact to program milestones, etc.). |
| Engineering Cost of Poor/Non-Quality | Summation of costs of engineering labor, development hardware and tests | Engineering post certification (or post qualification as applicable) non-recurring costs to fix internal or external Engineering escapes. | Currency | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |
| Technology Readiness Level | Technology Readiness Level (TRL) at a specific design review. | An attribute scale to show technology capabilities relative to application in full-scale product design and development activities. | numerical value (1 - 9) | |
| TRL Adherence | The TRL value is selected from the table below based on the attributes of the product technology under consideration. For product concepts that embody multiple new technologies the lowest readiness level applies to the product. | An attribute scale to show technology capabilities relative to application in full-scale product design and development activities. | TRL Scale | For Detailed Definitions and Formula refer to SCMH Section 2.6.2 Design and Develop KPI Detailed Definitions. |
| Manufacturing Readiness Level (MRL) | Manufacturing Readiness Level (MRL) at a specific Manufacturing Review during product development. | An attribute scale to show manufacturing capabilities relative to application in full-scale product design and development activities. | numerical value (1 - 9) | |
| MRL Adherence | MRL adherence | Measure the MRL achieved vs. the MRL required at specific milestone for a specific program. | % or average delay | |
| Qualification Tests Success Rate | Qualification tests success rate | Measure the Right First Time rate of qualification tests for a new product to prove compliance of the manufactured products with their design specifications. | % | |
| 3. Program Management | | | | |
| Adherence to Program Gates | Adherence to Program Gates (APG) measures the number of program gates successfully passed on time as planned. | Measure the number of program milestones successfully passed on time. | Percent% | For Detailed Definitions and Formula refer to SCMH Section 7.11.3 Plan and Manage KPI Detailed Definitions. |
| Program Non-Recurring Costs Adherence | It is a measure of adjustment of actual non-recurring costs versus program target non-recurring costs. | Measure the Non Recurring Costs vs. program target. This is generally measured at some specific program milestones. | Percent (%) | For Detailed Definitions and Formula refer to SCMH Section 7.11.3 Plan and Manage KPI Detailed Definitions. |
| Program Recurring Costs Adherence | It is a measure of adjustment of actual program recurring costs versus program target recurring costs. | Measure the Recurring Costs vs. program target. This may be done at the end of a program or at specific program milestones to regularly verify Recurring Costs evolution versus time. | Percent (%) | For Detailed Definitions and Formula refer to SCMH Section 7.11.3 Plan and Manage KPI Detailed Definitions. |
| 4. Manufacturing and Production | | | | |
| <i>A selection of the KPIs below should be deployed at several steps of each manufacturing process (e.g. first, middle and final steps). The use of the KPIs will allow for the detection of possible issues as soon as they occur in order to anticipate mitigation and improvement actions and reduce the probability of poor On Time On Quality performance originated in production.</i> | | | | |

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| First Pass Yield Indicator | Rate of right quality deliverables coming out of a process divided by the number of deliverables going into that process over a specified period of time. Only good units with no rework or scrap are counted as coming out of an individual process. | Measures the ability of a process to produce first time right. | Percent % | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| FAI Success Rate | Number of FAI (First Article Inspection) passed first time. | Measure the number of FAI passed first time versus number of FAI performed. | % | |
| FAI Accuracy | Measure the number of errors or non-conformities detected during an FAI (First Article Inspection review performed on a production part, sub-assembly or assembly). | Average number of errors during FAI review per unit of time. | Number of errors or non-conformities per FAI reviewed | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| Inventory Accuracy | Ratio between the actual count of items in stock divided by theoretical stock. | Measures the accuracy of an inventory by taking a actual count of items in stock, and comparing it to what is recorded in the database. | % | |
| Staffing Levels (Capacity) | The metric measures the ratio between the workload and the capacity of existing work forces (personnel) available for a work center (present and forecast) or for a project. | Measure the number of working hours required to perform the job vs. the total number of available working hours (number of persons multiplied by number of working hours per person). May be done for global activities and/or only for those requiring specific skills. Measures the margin/criticality of the available resources. Forecast can vary from weeks, months, years, ... The horizon should correspond to at least twice the time needed to increase the capacity. | Percent % | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Internal & External Lead Time | Actual time needed to cover the complete step of an operation or sum of all times needed to perform a sequence of operations. | Number of days needed to cover the complete step of an operation or sum of all times needed to perform a sequence of operations (including manufacturing, inspection, waiting time, bottlenecks, stops of production, shift change, etc.). | Time (Days, Hours, Weeks...) | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Internal & External Lead Time | Number of days needed to cover the complete step of an operation or sum of all times needed to perform a sequence of operations. | Number of days needed to cover the complete step of an operation or sum of all times needed to perform a sequence of operations (including manufacturing, inspection, waiting time, bottlenecks, stops of production, shift change, etc.). | Days | Days can be replaced by hours, weeks, ... |
| Buffer Stock Turn | BST is a description of number of parts or products in buffer stock to safeguard against unforeseen shortage or demand (also called strategic stock). | Number of finished parts/products currently produced and in stock (not yet used/sold) in relation with the number of parts/products manufactured/needed during a period of time. | Number of finished parts/products | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| Days of Buffer Stock | DBS is a description of number of days needed to consume all parts or products in buffer stock with current production rate | Number of days (weeks or months) needed to consume all parts/products (not yet used/sold) currently produced and in stock with current production rate. | Units of time (days, weeks, months) | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| Inventory Turnover | Cost of goods sold (net sales) divided by cost of the average inventory. | Measures number of times a company's inventory is sold and replaced over a period of time (generally one year) or number of days required to consume the entire inventory. | Turns per unit of time | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| Manufacturing Productivity | Ratio between the amount of goods and services produced during a given time, and the given time. Quantity of deliverables achieved (or to be achieved) per a resource unit deployed to achieve these deliverables. | Measures the amount of goods and services produced by one unit of labor. | Indicator can be expressed in deliverables divided by unit of measure of resource deployed (e.g. parts/manhour, milestones/persons, items/machining hour). | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Capacity Utilization Rates | Ratio between the productive time of a machine or equipment and the total time. | Ratio between the number of hours the machine or equipment is running to produce or test product in a day (or in a period) versus the total number of hours (24/365). | % | |
| Manufacturing Equipment Utilization Ratio (availability) | The metric measures ratio between the productive time of the equipment (or machine) and the total available time for that equipment. | Ratio between the number of hours the manufacturing equipment (or machine) is running to produce or test product in a day (or in a period) versus the number of available hours (taking into account number of shifts per day and number of hours per shift). | Percent % | For Detailed Definitions and Formula refer to SCMH Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |

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| Equipment Breakdown Ratio | Ratio between the down time resulting from a machine or equipment breakdown or unplanned maintenance versus the total planned operational time. | Measures the impact of equipment breakdown on production/testing capacity. | Percent (%) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| Equipment Breakdown Frequency | A measure of a number of equipment breakdowns or unplanned necessary maintenance over a period of time. | Measures how often a machine or equipment encounters breakdown or requires unplanned maintenance. | Number of Equipment Breakdowns per unit of time (week, month, year) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| Internal On-time Delivery | Measures the percentage of items delivered on time to internal customers. | Internal on-time delivery measures the percent of items completed on time for a specific process. Processes with on time internal delivery include material review board dispositions, department work transfers, PPAP submittals, etc. The IOTD for each process can be utilized to identify process improvements for each function. | Percentage % | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| OTM (On Time Manufacturing) | Number of items manufactured on time in the period/Number of items to be manufactured in the period. | Measures the percentage of items manufactured on time. | % | |
| Manufacturing Schedule Adherence | Actual production as a percentage of the scheduled production. | The number of units that have been effectively produced or tested over a period of time versus the total number of units that should have been produced or tested by a machine or production line or inspection line over the period of time as per initial plan. | % | This KPI is another way to measure On-Time Manufacturing. |
| Unproduced Units per Schedule | It is the number of scheduled units not manufactured for a specified time period. | Measures the quantity of items missed per schedule. | Number of finished units for a unit of time | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Design and Develop KPI Detailed Definitions. |
| MFI (Manufacturing Flow Interrupter) | Number of times Production is stopped or interrupted by a missing part or component part or material. | Measures how often Production is stopped or interrupted due to missing or defective part, component or material. | Unit | Sometimes called 'Manufacturing Flow Inhibitor'. |
| Buffer Stock (parts) | For a production step, Number of items available and ready to be consumed or processed in next manufacturing phase. | Measures the stock, expressed in number of items available at a given time. | unit | The data is available the ERP and often also through visual management setting (e.g. Kanban). |
| Buffer Stock (days) | For a production step, Number of items available and ready to be consumed or processed in next manufacturing phase divided by the Number of items processed or consumed per day. | Measures the stock, expressed in Days of items available. | Days | Depending on the context, days can be substituted by any other timing unit (hour, week, ...). The data is available in the ERP and often also through visual management setting (e.g. Kanban). |
| Backlog (parts) | For a production step, Number of orders that need to be processed at a given time. | Measures the orders expressed in number of items that need to be processed at a given time. | unit | It can be measured either for the entire manufacturing cycle or for a specific plant, one or several specific families of manufacturing activities (e.g. drilling, surface treatment, machining, etc.), specific operations, manufacturing equipment, etc. |
| Backlog (days) | For a production step, Number of orders that need to be processed at a given time divided by the Number of items that can be processed per day. | Measures the orders expressed in number of days of production, that need to be processed at a given time to deliver the quantity expected/ordered by the customer. | Days | It can be measured either for the entire manufacturing cycle or for a specific plant, one or several specific families of manufacturing activities (e.g. drilling, surface treatment,, machining, etc.), specific operations, manufacturing equipment, etc.. Depending on the context, days can be substituted by any other timing unit (hour, week, ...). |
| WIP (Work in Progress) | For a manufacturing step (or combination of several steps), Number of items being processed. | Measures the work in progress. | Unit | It can be measured either by item or by MO (manufacturing order), and either for the entire manufacturing cycle or for a specific plant, one or several specific families of manufacturing activities (e.g. drilling, surface treatment, machining, etc.), specific operations, manufacturing equipment, etc. |
| Scrap Rate | Number of scrapped items divided by the number of items produced during a period of time. | The scrap rate indicates the percentage of the items that were scrapped (i.e. mutilated, disposed with traceability or reclassified) because of non-conformities were produced during manufacturing cycle (or a specific manufacturing operation) and reworks allowing to restore conformity were not possible or would have been too costly considering the value of the items. | Percent % | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |

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| Production Rework Rate | Indicates the percentage of production parts that were reworked or re-processed to restore the part to its approved design data, after non-conformities were generated during the manufacturing cycle. | The rework rate indicates the percentage of parts that were reworked or re-processed to restore an acceptable condition after non-conformities or defects were produced during manufacturing cycle (or a specific manufacturing operation). | Percent % | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Item Escape Rate from internal processes to internal customer | Item Escape Rate from internal processes to internal customers | Number of items produced and identified by internal customers, as not compliant to the applicable definition or specification versus the total number of items produced during the period. | IPM (Item per Million) or % | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Manufacturing Item Concession Rate | MICR is the number of items produced requiring concession vs. Number of items produced by the organization during the time period. | Rate of items produced requiring concession. | IPM (Item per Million) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Manufacturing Item Concession Number | MICN is the number of items produced requiring concession by the organization during the time period. | Number of items produced requiring concession. | Number of units per unit of time (week/month/year) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| RCCA Process Deployment Rate | Percentage of Non-Conformities and Non-Conformances being subject of formal RCCA plans (RCCA = Root Cause Analysis and Corrective Action). | Measures the number of Non-Conformities and issues having been subject of formal RCCA plans divided by total number of Non-Conformities and issues. | Percent (%) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| RCCA Effectiveness | Number of RCCA (Root Cause Analysis and Corrective Action) plans which prevented recurrence of the related non-conformity or non-conformance divided by total number of RCCA plans executed during a period of time. | Measure the effectiveness of root cause analysis and corrective action process. | % | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Time to Root Cause | Number of days between detection of an issue and defining the root cause. Measures how long the Organization takes to define root cause from the detection of an issue. Can also be used as a business performance indicator which will be the, Monthly Average Number of Days taken to Root cause analysis (Average number of days to RCCA over a defined period). | Measures how long the Organization needs to define root cause from the detection of an issue. | Number of Days Average number of days | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Non-conformity Response Time Average | It is a measure of the average time to process non-conformity within a period of time/per programme (project). | Measures the average time to process RCCAs, including containment action, root cause analysis, corrective action implementation and verification (9S). | Unit of time (hours, days, weeks, etc.) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Corrective Action Timeliness | Ratio of issues resolved within the customer and/or internal target time. | Measures the number of issues resolved within the customer and/or internal target time (from initiation of the RCCA process to closure) divided by total number of issues due to be solved (final corrective action implemented) on the target time. | Percent (%) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Equipment Calibration Rate | Number of items calibrated on time divided by Number of items requiring calibration during a period of time. | Measure the percentage of items calibrated on time. | % | |
| Labor efficiency | Efficiency is the ratio between the amount of time planned for completing certain activities and the actual time taken to complete those activities. | Measures efficiency of the direct labor force. | Percent % | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Material Variance/ Efficiency (cost and usage) | It is a measure of the variance in consumption of raw-materials with respect to the plan. It measures the ability to comply with standards in terms of volumes or costs of the raw material. | Measure quantity or costs of materials/components/parts required to manufacture a product vs. the forecast. | Percentage of variation (%) (Where positive variance is overspend, Negative variance is underspend) | For Detailed Definitions and Formula refer to SCM Section 3.14.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| 5. Supplier Management | | | | |

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| Purchase Order Launch Performance | Number of Purchase Orders that have been sent to suppliers in due time in line with business needs and supplier contractual lead-time divided by total number of Purchase Orders sent during a period of time. | Number of POs sent on time vs. total number of POs. | Percent (%) | For Detailed Definitions and Formula refer to SCM Section 4.6.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Direct Purchase Order Acknowledgment Rate | It is a measure of the percentage of POs pertaining to direct material, acknowledged by the Suppliers within due date. | Number of POs acknowledged by the Supplier within due date (acknowledgment received by the Customer within a fixed time limit) vs. the total number of POs sent by the Customer. | Percent (%) | For Detailed Definitions and Formula refer to SCM Section 4.6.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| Supply Chain Performance (Global plus Key Supplier Quality and Delivery) | A measure of the On-Quality and On-Time overall performance of the supply base (overall figures including all suppliers and individual figures for key suppliers, those being more critical and/or representing the highest business volume). | Same definitions as Customer (OEM) metrics, being applied to suppliers: Item Escape Rate (IER), Defects per Unit (DPU) and On-Time (OTD) | Rating/ Dashboard/ Color Code | For Detailed Definitions and Formula refer to SCM Section 4.6.2 Manufacturing and Production (Make) KPI Detailed Definitions. |
| VLD (Very late Delivery) | Number of PO lines (units) delivered with more than 10 days of delay (or a number of days as fixed by the customer). | Measures the potential high impact on customer production line and deliveries. | Units per week, month, or year, or % | |
| Supplier Capacity Analysis | Measure the level of supplier's forecasted workload for main activities (production, assembly operations, manufacturing engineering, etc.) versus the total available suppliers' capacity in the period. | Measures the workload required by your suppliers to design, produce and deliver your products vs the total available supplier working capacity. | % | |
| Supplier Capacity Rating | Indicates the overall satisfaction of your suppliers against pre-determined and mutually agreed criteria for some parameters. | Number or percentage of suppliers in each Level of satisfaction range (e.g.; Gold/Silver/Bronze, etc. or A/B/C/D, Green/Amber/Red, Excellent/Good/Medium, Poor/Unsatisfactory) and indication of trends vs. last measure. | Dashboard | For Detailed Definitions and Formula refer to SCM Section 4.6.2 Supplier Management (Buy) KPI Detailed Definitions. |
| Performances and Audits Results (pareto repeat occurrence, evolution), (Recommended dashboard related practice) | Shows main non-conformities/findings/ weaknesses identified during supplier audits or operational monitoring, their percentage by categories of findings, main re-occurrences - repetitive issues - and associated evolution. | Percentage of non-conformities/issues per type of issues (defect code or root cause codes) and classification per number of occurrences/re-occurrences. | Percentage %, spider chart, bar chart, etc. | For Detailed Definitions and Formula refer to SCM Section 4.6.2 Supplier Management (Buy) KPI Detailed Definitions. |
| Supplier Corrective actions effectiveness indicator | Shows if corrective action plans launched by suppliers are effective to eradicate issues and if their implementation dates were in line with customer target dates. The effectiveness of the containment, correction and corrective actions taken that prevent and avoid a repeat of the issue within a defined timeframe. | Measure the effectiveness of root cause analysis and corrective action process. | Percent (%) effective | For Detailed Definitions and Formula refer to SCM Section 4.6.2 Supplier Management (Buy) KPI Detailed Definitions. |
| 6. In Service-(Feedback from Operations) | | | | |