



## Performance Monitoring

**Purpose** -The IZZY+ supplier report card is a tool for both suppliers and internal team members to measure and monitor the performance metrics necessary to support our organization. The report card also provides some of the metrics to help monitor trends that are inputs to future IZZY+ sourcing decisions and any resourcing events. The expectation is that suppliers maintain a scorecard rating of 95 points or greater.

**Notification**- Suppliers will receive an email from IZZY+ with a “VI” (Vendor Interaction) number. This number will be used within IZZY+ to track supplier issues through closure. The severity rating of the Vendor Interaction impacts your IZZY+ supplier report card. If the 6 month score is under 95, a detailed Vendor Interaction review will occur at IZZY+ along with an action plan from the supplier with improvement goals moving forward.

**Scoring Calculation**- The supplier ratings will start with 100 points and deductions are determined based on the severity of the effect on IZZY+ operations. Suppliers will receive a monthly score and a 6 month average score. Scoring criteria and examples are included in a reference table below.

Category	Description	Severity	Points	Criteria for Points
Quality (Quality A-D)	Part performance and characteristics versus agreed upon specification	A	-10	Quality issue requiring formal corrective action impacting Izzy customer and Izzy brand/reputation - Customer identifies quality defect requiring return or replacement of product
		B	-5	Quality issue requiring formal corrective action with significant negative impact to Izzy operations - Izzy identifies supplier quality issue which causes production downtime or delay in shipping product to customer
		C	-3	Quality issue requiring informal corrective action identified early enough where it did not cause disruption to Izzy operations - Supplier quality defect identified in receiving or assembly where there is enough inventory to cover requirements until product can be replaced



		D	0	Quality issue that is not due to non-conformance to requirements but recorded for improvement purposes - Issue that falls within line accumulation agreement
<b>Delivery (Delivery A-D)</b>	Delivery date at Izzy versus purchase order due date (or agreed upon date if different from PO)	A	-10	Delivery issue requiring formal corrective action impacting Izzy customer and Izzy brand/reputation impacting both Izzy and Izzy customer - Izzy misses customer order ship date or moves out customer order date which causes significant impact to customer
		B	-5	Delivery issue requiring formal corrective action with significant negative impact to Izzy operations - Izzy has to adjust internal build schedule around supplier missed delivery date and recovery plan
		C	-3	Delivery issue requiring informal corrective action but did not cause significant adverse impact to Izzy - Izzy has inventory to cover the missed delivery but still requires corrective action -Repeat documentation issues
		D	0	Delivery issue that is not due to a non-conformity to due date but recorded for improvement purposes - Shipment received on time but issues with documentation (1 <sup>st</sup> notice)
<b>Customer Service (CS A-D)</b>	Supplier performance versus Izzy requirements in areas such as corrective action, conflict mineral reporting, minority spend reporting, etc. does not meet Izzy requirement	A	-10	Customer service issue requiring formal corrective action impacting both Izzy and Izzy customer - Supplier does not submit required data (conflict minerals, minority spend, etc.) on time which causes Izzy's customer to miss reporting requirement deadline
		B	-5	Customer service issue requiring formal corrective action significant negative impact to Izzy operations - Supplier misses Izzy's reporting deadline but does not cause Izzy to miss end customer requirement



		C	-3	Customer service issue requiring informal corrective action but did not cause significant adverse impact to Izzy - Incorrect pricing on supplier invoices - Missed corrective action due date
		D	0	Customer service issue that is not due to a non-conformity to requirements but recorded for improvement purposes
<b>Continuous Improvement (CI A-D)</b>	Supplier performance versus Izzy requirements in the area of cost reduction proposals and implemented savings, lead time reduction, or supplier development plan	A	+10	Continuous improvement issue impacting both Izzy and Izzy customer -Expedite shipment with less than standard lead time to prevent a late order to the customer
		B	+5	Continuous improvement issue with significant impact to Izzy operations -Exceed cost reduction goals
		C	+3	Continuous improvement issue that did not cause significant impact to Izzy -Implement new process to poke yoke order entry errors
		D	0	Continuous improvement issue that met Izzy requirements

**Disputes** - The supplier must address any dispute of a VI within 5 business days of receipt. The dispute must be in written format with supporting documentation. The dispute should be submitted to the appropriate IZZY+ personnel depending on the nature of the issue. Quality dispute issues shall go to the Quality Manager and Delivery/Customer Service/Commercial issues shall go to the Buyer. IZZY+ will provide a final response to suppliers (yes or no) within 10 business days of a completed dispute response. In the unlikely event of lack of resolution, escalation may be made through the Supply Chain Manager.