

YEAR	”””	QUALITY					SERVICE			TOTAL SCORE (100)
SUPPLIER NAME	”””	PPM Internal (18)					Cooperation (4)			
		NCR Internal (18)					OTD Req. Date (16)			
		NCR Customer (18)					OTD Conf. Date (16)			
		NCR response in time (10)					TOTAL SERVICE (36)			
		TOTAL QUALITY (64)					TOTAL SCORE (100)			
SUPPLIER ID	”””									
Q1 SCORE										
Q2 SCORE										
Q3 SCORE										
Q4 SCORE										
AVERAGE SCORE										

INTERNAL REJECTS (ppm) vs TARGET	SCORE
ppm ≤ Target	18
ppm ≤ 120% Target	16
ppm ≤ 140% Target	14
ppm ≤ 150% Target	12
ppm ≤ 160% Target	10
ppm ≤ 170% Target	8
ppm ≤ 180% Target	6
ppm ≤ 190% Target	4
ppm ≤ 200% Target	2
ppm > 200% Target	0

**ppm rate** = # quarter defective pieces / # quarter pieces purchased

ZAPI COMMODITY	TARGET (ppm)
IMS Electronic Assembly	500
Electronic Assembly (with ICT)	1500
Electronic Assembly (Start-up Suppliers)	2000
Electronic Assembly (no ICT)	3000
Printed Circuits	500
Cabling	500
Electrical / Electronic Components	500
Heatsink / Baseplate	500
Metal Parts Machining	500
Plastic Moulding	1000
Rubbers	500

NCR Internal (OVER THRESHOLD) / Quarter	Points
0	18
1	15
2	12
3	9
4	6
5	3
>=6	0

ZAPI COMMODITY	NCR Internal Threshold
FR4 / IMS Electronic Assembly	10
Heatsink / Baseplate	5

NCR Customer / Quarter	Points
0	18
1	12
2	6
>=3	0

#### NCR Definition

**Internal** (B issues) -> 1NCR per issue (i.e. NC->RC->CA)

New NCR in case of:

- new issue (i.e. different NC)
- old issue (i.e. same NC) on new batch of same/different P/N due to ineffective containment/long term CA

**Customer/OOB** (C issues) -> same as B issues

**Customer/Field** (D issues) -> 1NCR per occurrence

<b>NCR RESPONSE IN TIME (vs NCR No. In Quarter)</b>	<b>SCORE</b>
100% On time response received	10
≥ 80% Received response (*) maximum delay < 5 working days	8
≥ 80% Received response (*) maximum delay > 5 working days	6
≥ 60% Received response (*) maximum delay < 5 working days	4
≥ 60% Received response (*) maximum delay > 5 working days	2
< 60% Received response (*)	0

**(\*) AT TARGET DATE + 10 WORKING DAYS**

**RESPONSE ON TIME:**

(response to claim received by ZAPI within required target date)

- up to D3 (Containment) within 5 working days after material receipt by Supplier
- up to D5 (Root Cause + Corrective Actions Plan) within 5 working days after D3
- 8D completion within target date defined in D5

Further delays must be agreed with ZAPI

Rejected 8D's (e.g. unacceptable Root Cause / Corrective Actions) will not be considered as received

OTD Confirmed Date	Points
100%	16
>=98%	15
>=96%	13
>=94%	10
>=90	5
<90%	0

OTD Required Date	Points
>=95%	16
>=90%	15
>=88%	13
>=85%	10
>=80%	5
<80%	0

**TBV considering actual performance**

Cooperation	Points
Very Good	4
Good	3
Medium	2
Low	1
Inadequate	0

**Consider:** availability  
quality of response  
timing of response  
problem solving  
flexibility  
technical support