

# Business Manufacturing Intelligence

*Supplier Quality Management  
Six Sigma - DMAIC  
Lean Manufacturing*

## Material Quality Metrics

### Material Variability

- Average Ppk/Cpk score by supplier per material
- Average Ppk/Cpk score by supplier for all materials
- Number of material characteristics off-target Ppk/Cpk value
- Total SPC Alerts by supplier

### Out-of-Specification Shipments

- Number of OOS Shipments
- Percentage of OOS Shipments

### Corrective Action / Material Non-Conformance

- Number of Corrective Actions open / pending approval
- Number of Corrective Actions closed
- Total number of Corrective Actions
- Percentage of shipments/lots with Corrective Actions
- Corrective Actions per 1000 shipments
- Cost of In-Progress Corrective Actions
- Cost of Finalized Corrective Actions
- Total cost of Corrective Actions
- Cost of Corrective Actions - average per shipment / lot
- Average response time to Corrective Action
- Number of protested shipments / lots
- Number of rejected shipments / lots

### Late COAs

- Percentage of late COAs
- Number of late COAs

### On-Time Delivery

- On-time delivery percentage to target date
- On-time delivery percentage to requested date

## Regulatory and Compliance

### Supplier Audits

- Audit status, date, and scores
- Source of approval
- Focus audit
- Compliance audit
- Supplier self-audit
- Third party audits

### Ongoing Regulatory Compliance

- Supplier classification rating
- ISO 9000, TS 16949, ISO 14001, NADCAP, HACCP
- Quality manual signature of acceptance

## Custom Score Cards

For more information visit [www.gsqa.com](http://www.gsqa.com) or call 1-866-GET-GSQA



the point of supplier quality

ISO 9000

TS 16949

ISO 14001

AS 9000

NADCAP

HACCP

eGMP

