



Supplier Manual for Performance Monitor

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- 1 Performance Monitor – Process Overview
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Introduction

1 Performance Monitor – Process Overview

2 Your Benefits

① Performance Monitor – Process Overview

Performance Monitor is a powerful tool for identifying potential improvements

Performance Monitor - what is it?

SupplyOn Performance Monitor allows suppliers to access and analyze their customer's ratings in a standardized and structured form. SupplyOn Performance Monitor is connected to the participating buying companies' system, from where it regularly receives updated supplier ratings.

Each buying company can use own evaluation categories (e.g. quality, logistics, procurement). Based on this data, Performance Monitor allows suppliers to view their supplier ratings from multiple customers in a standardized format within one unified, easy-to-use system.



① Performance Monitor – Process Overview

As a first step Schaeffler rates your performance



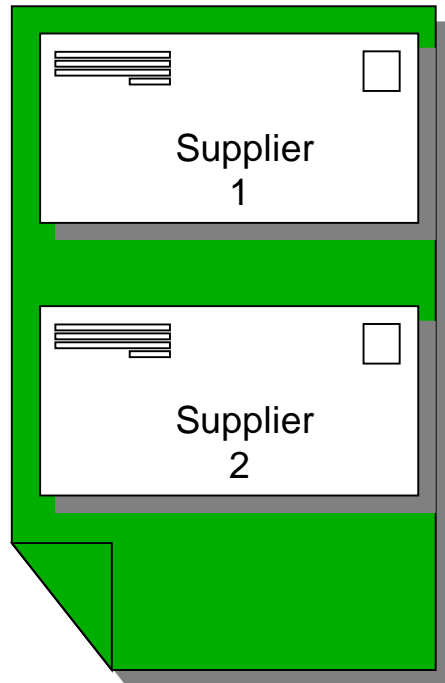
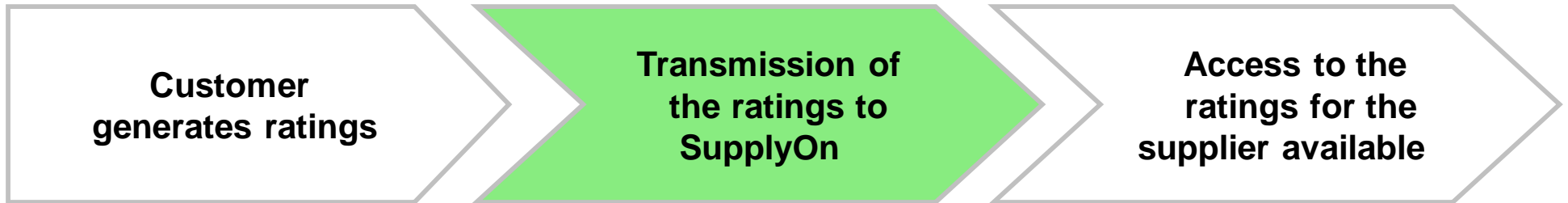
	Supplier 1	Supplier 2
Quality	95	81
Logistics	64	73
Procurement	100	99
Etc.		



The ratings are usually done automatically in the buyer's IT system, e.g. based on existing complaints and goods receipts transactions.

① Performance Monitor – Process Overview

The buying company transmits the ratings to the SupplyOn Performance Monitor



Normally, this is done in the first half of a month for the previous month. (Schaeffler spezifisch)



SupplyOn notifies the suppliers by e-mail, once new/updated ratings are available.

① Performance Monitor – Process Overview

Finally, the supplier has the view on the ratings and can make analysis on this basis



Suppliers receive an **e-mail notification** when new/updated ratings for their company is available.



You can pull additional reports or detail data, e.g. to analyze the causes of an insufficient rating. You also can download the complete rating as a pdf-file.

① Performance Monitor – Process Overview

It depends on your preferences and those of your customer to whom and when E-Mail notifications are sent



E-mails will be sent separately for each buying company offering ratings, to all Performance Monitor users of the corresponding suppliers, who are assigned as customer responsible for this customer.



Suppliers can also receive e-mails including special alerts, if the new data contains at least one "traffic light" of a certain color (e.g. "red"). The traffic light color for activating the special alert e-mail depends on the definition defined from each buying company.



In addition, suppliers may receive reminder e-mails, if no user from the supplier has viewed the ratings for a certain time. The time interval and the amount of reminders can be determined by the customer.



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2 **Your Benefits**

② Your Benefits as a Supplier Company

You profit by several advantages of electronic supplier assessments



The SupplyOn Performance Monitor constantly provides you with information of how your customers assess your performance.

- » The Performance Monitor shows key performance figures such as product quality and delivery reliability from the group level down to the part level. You are given a differentiated view of your customers' overall assessment of your services and have access to up-to-date assessment data at all times.
- » In the event of a negative assessment, this is made transparent with the Performance Monitor.
- » The consolidated assessment provides transparency regarding your actual quality status.



Performance Monitor data can be evaluated in a number of different ways.

- » Various analysis options assist you in identifying possible areas of weakness quickly.
- » The graphical history view illustrates the development of your services in the past.



The Performance Monitor is a management tool which allows you to increase your competitiveness on a sustainable basis.



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2**First Steps with SupplyOn Performance Monitor**

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2**First Steps with SupplyOn Performance Monitor**

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① Technical Requirements

Before you can begin working with SupplyOn Performance Monitor, the following prerequisites must be fulfilled



You have a computer equipped with an Internet connection

As minimum equipment we recommend:

- » A Pentium computer with 500 MHz clock rate and 128 Mbytes RAM
- » A monitor with a resolution at least 800 x 600 pixel and 256 colors
- » An Internet connection (ISDN or modem) with a transfer rate of at least 33,600 bits/s
- » A 32-bit operating system (Windows 98, 2000, XP, NT 4.0) or higher



A current WWW browser is installed on your computer

- » SupplyOn WebEDI was optimized and tested for Microsoft Internet Explorer as of version 6.0 or 7.0 with a screen resolution of at least 1024 x 768 pixel
- » Your browser must guarantee an encryption degree of 128 bits
- » Browser configuration: Activated java script



An valid E-Mail address exists, Acrobat Reader version 4.0 or higher, Firewall configuration: http & https connections via firewall must be permitted

Note: There may be deviations for other versions. However, it is important that “active scripting” is switched on.

2**First Steps with SupplyOn Performance Monitor**

- 1 Technical Requirements
- 2 Starting Performance Monitor**
- 3 Roles and Rights

② Starting Performance Monitor

Starting point for using SupplyOn Services is always the Homepage: www.SupplyOn.com

The screenshot shows the SupplyOn website homepage in a Mozilla Firefox browser. The address bar displays http://www.supplyon.com/index_en.html#. A red box highlights the "SupplyOn for Suppliers" link in the top navigation bar. A green callout bubble points to this link with the text: "By clicking on SupplyOn for Suppliers you get forwarded to more specific supplier content".

Below the navigation bar, there are three main industry sections: "SupplyOn for the AUTOMOTIVE INDUSTRY" (with a red car image), "SupplyOn for the AEROSPACE INDUSTRY" (with an airplane image), and "SupplyOn for the MANUFACTURING INDUSTRY" (with a robotic arm image). A green callout bubble points to the bottom right of the page with the text: "On the right hand side you can login via entering your username and password".


On the right side of the page, there is a "Login" section with a red box around the "User ID" and "Password" input fields and a "Login" button. Below the input fields are links for "Forgot Password?", "Forgot User ID?", "Help", and "Availability".

At the bottom of the page, there is a footer with the text: "© 2011 SupplyOn AG . Imprint . Legal Notes . Sitemap . Download Area" and "SupplyOn - Your partner for successful Supply Chain Management, optionally via WebEDI or EDI."


② Starting Performance Monitor

After creating a password please pay attention to the following


After 90 days you will be asked to create a new password.
The password has to include:

 At least eight characters

 On capital letter

 One small letter

 One special character

 One number

② Starting WebEDI

After the successful login you will be forwarded to My SupplyOn. Here you can check, for which services you have access

The screenshot shows the SupplyOn cockpit interface. At the top, there is a navigation bar with 'My SupplyOn', 'SupplyOn-Services', 'Verwaltung', and 'Abmelden'. The 'SupplyOn-Services' dropdown menu is open, showing 'Sourcing', 'Business Directory', 'Performance Monitor', and 'WebEDI / VMI'. A red box highlights the 'WebEDI / VMI' link. A green callout box with a white arrow points to this link, containing the text 'Click on the link to go forward to a Service'. Below the navigation bar, there is a 'Management Cockpit' section with a list of customer names. The 'SupplyOn-Services' section is also visible, with a 'SupplyOn Sourcing' card containing text and a 'News' section. The 'SupplyOn Performance Monitor' card is also visible, with a 'News' section and a list of links: 'Was Sie wissen müssen', 'Kurzanleitungen', 'Video', and 'Performance Monitor starten'.

2**First Steps with SupplyOn Performance Monitor**

- 1 Technical Requirements
- 2 Starting Performance Monitor
- 3 Roles and Rights**

③ Roles and Rights

In order to administer company data and / or users, you need the role **CompanyAdmin**

After the login follow the following path to reach Master Data Administrations View:

-> Administration -> User Management

The screenshot displays the SupplyOn Administration interface. At the top, there is a navigation bar with 'My SupplyOn', 'SupplyOn Services', 'Administration', and 'Log Out'. The 'Administration' tab is active. Below this, the page title is 'trg-SEC Tools Ltd. - Morgan, Paula'. The main content area is titled 'My SupplyOn > User management: My work area'. There are three tabs: 'My work area', 'User accounts', 'Service settings', and 'Standard settings'. The 'My work area' tab is selected. The main content is divided into three sections: 'Unlock locked users', 'Confirm requested roles', and 'Confirm new users'. The 'Unlock locked users' section shows a list of users with a lock icon and their names. A 'Quick and easy' menu is visible on the right side of the 'Unlock locked users' section, containing the following options: 'Create user', 'Assign roles', 'Unlock user', and 'Reset password'. A green callout box with a white border points to the 'Assign roles' option, containing the text: 'Click on „Assign roles“ to assign roles for existing users'. The 'Confirm requested roles' section shows a checkmark icon and the text 'Confirm requested roles'. The 'Confirm new users' section shows an icon of two people and the text 'Confirm new users'.

③ Roles and Rights

After selecting the user, choose the role you want to assign to him/her

My SupplyOn > User management: My work area > Assign roles Help for this page | Print

1 Selected users 2 **Assign roles** 3 Service settings

Back Leave wizard Next step

Step 2 of 3: Assign roles for Hirsch, Harry

Modified users: Hirsch Harry
[Show all \(1\)](#)

Expand the groups for a more precise roles assignment. [Expand all](#) | [Collapse all](#)

Company Administration (Partially assigned)	Expand	
Contract and Invoice (Not assigned)	Expand	
Logistics and Finances (Not assigned)	Expand	
Management Cockpit (Not assigned)	Expand	
Quality Management (Partially assigned)	Collapse	
Role	Status	Description
<input checked="" type="checkbox"/> PerformanceMonitorUser	Assigned	Supplier ratings display. Set up substitutes and represent colleagues.
<input type="checkbox"/> ProblemSolverAdmin	Not assigned	Create customer responsables. Not necessary for new Problem Solver service.
<input type="checkbox"/> ProblemSolverUser	Not assigned	Problem Solver use. To process complaints the user must be created as customer responsible or be assigned to the case as team member.
<input type="checkbox"/> ProjectMgmtSellerAdmin	Not assigned	Creation of users from own company as Key Account Managers.
<input type="checkbox"/> ProjectMgmtSellerUser	Not assigned	Participate in projects.
Sourcing and Engineering (Not assigned)	Expand	
User Management (Partially assigned)	Expand	

Back Leave wizard Next step




Users with this role have permission to access Performance Monitor for their own company and maintain or act as substitutes. The substitute concept allows users to pass on their authorizations to other users, who act e.g. as vacation replacements.

③ Roles and Rights

In addition, the supplier’s SupplyOn administrator must specify the user as customer responsible (key account manager) for the respective customer.

The screenshot shows the 'Administration' section of the SupplyOn Performance Monitor. A dropdown menu is open, highlighting 'Customer Responsible'. Below, a table lists users and their assigned roles. A green callout box contains the instruction: 'Click on „Customer responsible“, select the service and mark the user you want to assign'. The table has columns for checkboxes, user names, companies, and authorization levels.

Customer responsible	Sort	Company	Authorization
<input type="checkbox"/>		Adams_John	trg-SEC Tools Ltd.
<input type="checkbox"/>		Adams_John	trg-SEC Tools Ltd.
<input type="checkbox"/>		Lei_Ray Seller	trg-SEC Tools Ltd.
<input type="checkbox"/>		Nash_Julia	trg-SEC Tools Ltd.

 These employees will be informed about new performance data from customers via e-mail and are able to access this data. Users with this role can maintain substitutes or act as substitutes. Only users assigned as customer responsible have access to performance data from a customer.

③ Roles and Rights

The substitute concept allows you to pass on your authorizations to other users, who act e.g. as your vacation replacements

On the first Performance Monitor page, click on the link "Act as substitute" and then on "Define my substitutes"

Customer	Sort	Supplier	Rated supplier unit	Reference ID	City	Last rating	Updated
Continental Automotive		Schaeffler Supplier Ltd.	ARGOMM	C11002008	Villongo	05/2011	6/20/2011
Robert Bosch GmbH		Schaeffler Supplier Ltd.		0000053746	Villongo	06/2011	7/28/2011
Schaeffler Technologies GmbH&Co KG		Schaeffler Supplier Ltd.		S006013172	Villongo	05/2011	6/20/2011



Afterwards you get forwarded to the page “Change substitution settings”. After having defined a substitute by clicking on “Add substitutes or by activating the checkbox of a colleague, click on “Save”. To act as a substitute for a colleague you have to change your role. On the page “Act as a substitute” you have to select the role of a substitute of a certain colleague, who determined you as a substitute before.

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3**Working with Performance Monitor**

- 1 General explanation**
- 2 Overview on the ratings**
- 3 Details on the ratings**

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Working with Performance Monitor

- 1 General explanation
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① General explanation

The Performance Monitor offers you two views on your ratings differing in the level of aggregation

Overview page

- The Overview page displays an information overview, typically consisting of different sections with tables and charts that show a good snapshot of the performance.
- Single ratings are aggregated in dimensions (e.g. quality, logistics) and categories (e.g. commodities, parts)
- Aggregated reports are presented in history charts and radar charts (see slide 31)

Detailed evaluation page

- Initially the Performance data are displayed on the highest level of aggregation.
- In this view it is possible to disaggregate the evaluations. Various filter functions enable you to get the evaluation on a certain level (e.g. the ratings for a certain location related to certain parts).
- Finally, you even can call up single ratings.



Note: Schaeffler is responsible for all content issues. Thus all questions regarding the content should be directed to the responsible at Schaeffler. Contacts are given in chapter 4: „Summary and Support“.

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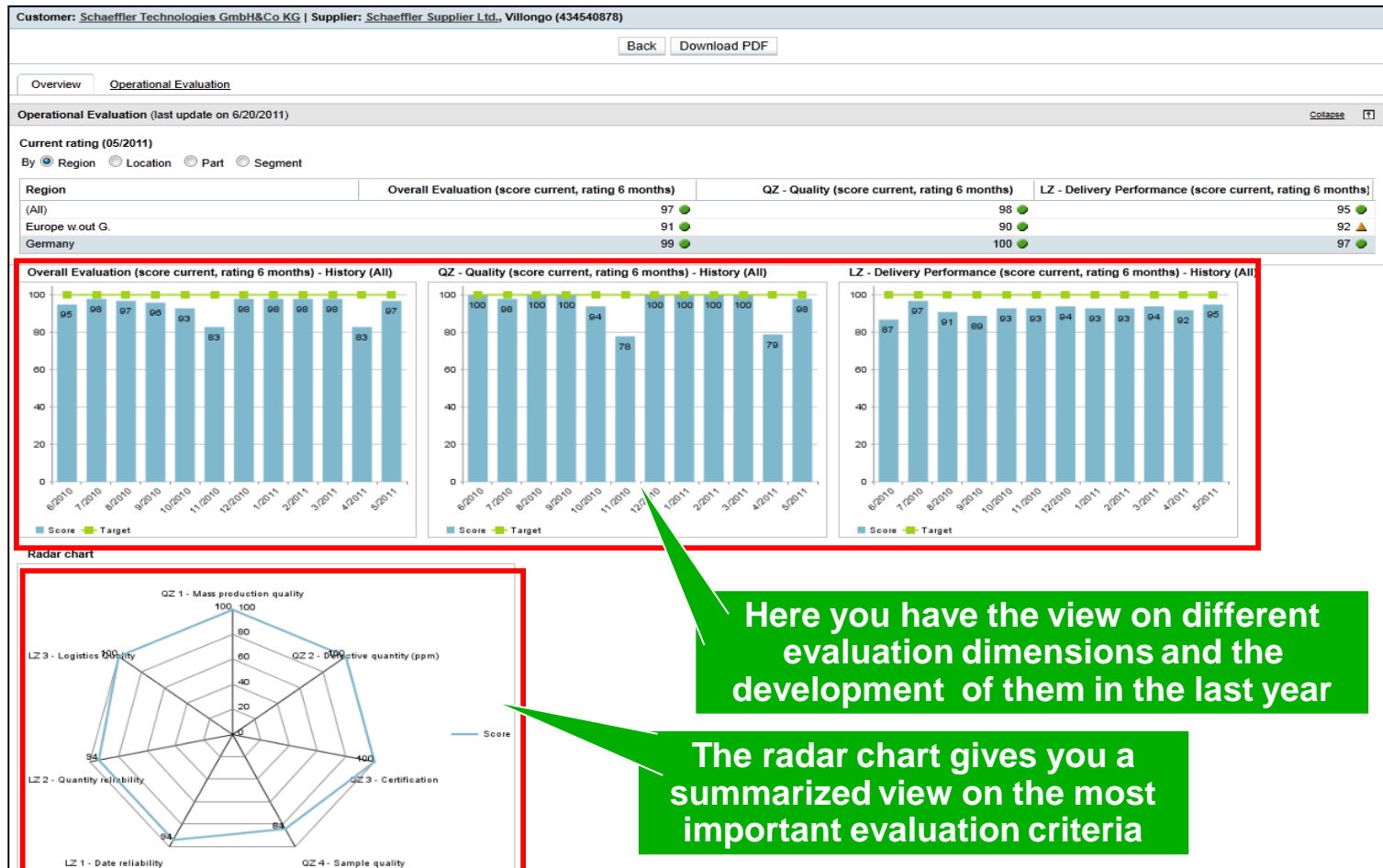
3

Working with Performance Monitor

- 1 General explanation
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② Overview on the ratings

After having selected a customer on the initial page of Performance Monitor you get forwarded to the overview on all ratings for this customer

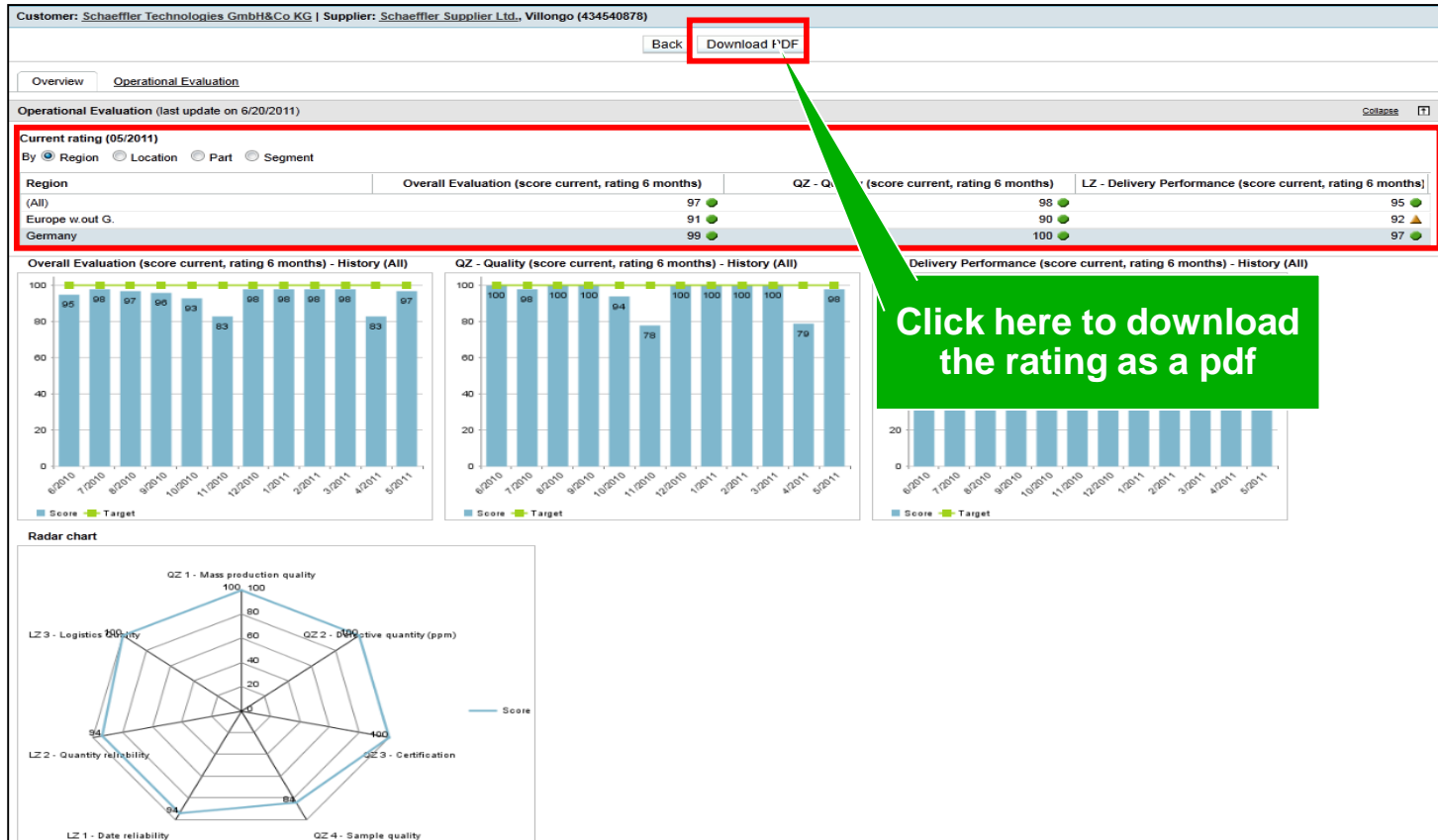


Here you have the view on different evaluation dimensions and the development of them in the last year

The radar chart gives you a summarized view on the most important evaluation criteria

② Overview on the ratings

It is also possible to display the ratings for the different regions, locations, parts or segments



Further information about the calculation for the dimension evaluations (e.g. quality, logistics, delivery performance) are given in the detailed view.

3**Working with Performance Monitor**

- 1 General explanation
- 2 Overview on the ratings
- 3 **Details on the ratings**

③ Details on the ratings

Clicking on the tab “Operational evaluation” forwards you to the detailed view on the ratings

You can specify your search either by the filter function in the headline of the table, or by clicking on the “+” symbols along the categories

Category	Region	Location	Segment	Material Group	Part	Further information	Period	Score	Sort	6 months	Rating
Overall Evaluation	(+)	(+)	(+)	(+)	(+)	History Radar chart	05/2011	97		95	●
QZ - Quality	(+)	(+)	(+)	(+)	(+)	History	05/2011	98		96	●
QZ 1 - Mass production quality	(+)	(+)	(+)	(+)	(+)	History Raw data Complaints	05/2011	100		93	●
QZ 2 - Defective quantity (ppm)	(+)	(+)	(+)	(+)	(+)	History Raw data Complaints	05/2011	100		100	●
QZ 3 - Certification	(+)	(+)	(+)	(+)	(+)	History Raw data	05/2011	100		100	●
QZ 4 - Sample quality	(+)	(+)	(+)	(+)	(+)	History Raw data Complaints	05/2011	94		97	●
LZ - Delivery Performance	(+)	(+)	(+)	(+)	(+)	History					
LZ 1 - Date reliability	(+)	(+)	(+)	(+)	(+)	History					
LZ 2 - Quantity reliability	(+)	(+)	(+)	(+)	(+)	History					
LZ 3 - Logistics Quality	(+)	(+)	(+)	(+)	(+)	History Raw data Complaints					

The links in the “Further information” column are explained on slide 34



You can display more details for a rating. For example, if you want to see the raw data on which the rating is based, click on the link "Raw" in the column "More info".

③ Details on the ratings

If you want to open a view often you can save this view as a profile in order to save time

My SupplyOn | SupplyOn Services | Administration | Log Out | SUPPLYON

TEST SYSTEM (QAS): Schaeffler Supplier Ltd. - Forst, Horst

My SupplyOn > Performance Monitor: Select customer > Operational Evaluation Help for this page | Print

Help for customer evaluation system.

Customer: Schaeffler Technologies GmbH&Co KG | **Supplier:** Schaeffler Supplier Ltd., Villongo (434540878)

Filters and settings: [Reset filters](#)

Only details: Only corrected data since:

Note: additional filters are available in the table header.

Table profile:

Category	Region	Location	Segment	Material Group	Part	Further information	Period	Score	6 m	Rating	Target
Overall Evaluation	Germany	(All)	(All)	(All)						96	100
QZ - Quality	Germany	(All)	(All)	(All)						96	100
QZ 1 - Mass production quality	Germany	(All)	(All)	(All)						92	100
QZ 2 - Defective quantity (ppm)	Germany	(All)	(All)	(All)	(All)	History Raw data Complaints	05/2011	100	100	100	100
QZ 3 - Certification	Germany	(All)	(All)	(All)	(All)	History Raw data	05/2011	100	100	100	100
QZ 4 - Sample quality	Germany	(All)	(All)	(All)	(All)	History Raw data Complaints	05/2011	100	100	100	100
LZ - Delivery Performance	Germany	(All)	(All)	(All)	(All)	History	05/2011	97	94	100	100
LZ 1 - Date reliability	Germany	(All)	(All)	(All)	(All)	History	05/2011	96	94	100	100
LZ 2 - Quantity reliability	Germany	(All)	(All)	(All)	(All)	History	05/2011	95	92	100	100
LZ 3 - Logistics Quality	Germany	(All)	(All)	(All)	(All)	History Raw data Complaints	05/2011	100	100	100	100

Click here to administer your view profiles

③ Details on the ratings

It is also possible to get a not aggregated view on single ratings

TEST SYSTEM (QAS): Schaeffler Supplier Ltd. - Forst, Horst

My SupplyOn > Performance Monitor: Select customer > Operational Evaluation Help for this page | Print

Help for customer evaluation system

Customer: Schaeffler Technologies GmbH&Co KG | Supplier: Schaeffler Supplier Ltd., Villongo (434540878)

Back Download for Excel Download PDF

Overview Operational Evaluation

Filters and settings: [Reset filters](#)

Only details: Yes Only corrected data since: no

Note: additional filters are available in the table header.

Category	Region	Location	Further information	Perio		
<input type="checkbox"/> Overall Evaluation	Europe w.out G.	0139 - SSH - LuK Savaria	NDSTRING	History Radar chart 05/20		
	Germany	0080 - GCB - LuK GmbH	MIPUFFER	History Radar chart 05/20		
	Germany	0080 - GCB - LuK GmbH	MPFERRING_A	History Radar chart 05/20		
		0080 - GCB - LuK GmbH		History Radar chart 12/20		
		0080 - GCB - LuK GmbH & Co. KG	LZM Fertigung, Montage	Other stamp. applic. L-09154-0G21-00 DAEMPFERRING_A	History Radar chart 05/20	
			er part	L-05197-0050-02 FORMABDECKUNG	History Radar chart 05/20	
				L-08154-0H19-00 ANSCHLAGPUFFER	History Radar chart 05/20	
			parts	L-05154-0061-01 PEDALANSCHLAG	History Radar chart 05/20	
					History Radar chart 12/20	
				F-576737.20-1171.RDR.TBL	History Radar chart 05/20	
	Germany	0002 - IWL - Schaeffler Tech Werk Lah	IWL - Werksebene	Sealing rings	F-576737.21-1141.RDR.TBL	History Radar chart 05/20
	Germany	0080 - GCB - LuK GmbH & Co. KG	LAP Fertigung Ausrucksysteme	Moulded rubber part	L-05197-0049-00 FORMABDECKUNG	History Radar chart 05/20
	Germany	0080 - GCB - LuK GmbH & Co. KG	LAP Fertigung Ausrucksysteme	O-Ring	L-05197-0021-03 VERSCHLUSSKAPF	History Radar chart 05/20
	Germany	0080 - GCB - LuK GmbH & Co. KG	LAP Fertigung Ausrucksysteme	O-Ring	L-08197-0G09-00 FALTENBALG	History Radar chart 05/20
	Germany	0080 - GCB - LuK GmbH & Co. KG	LWP Produktion Wandler	Other DR	L-08154-0HJ0-00 ANSCHLAGPUFFEF	History Radar chart 05/20
	Germany	0080 - GCB - LuK GmbH & Co. KG	LZM Fertigung, Montage	Other stamp. applic.	L-09154-0G07-00 DAEMPFERRING_A	History Radar chart 05/20
	LUK	0080 - GCB - LuK GmbH & Co. KG		O-Ring		History Radar chart 12/20
	LUK	0080 - GCB - LuK GmbH & Co. KG		Other DR		History Radar chart 12/20
	LUK	0139 - SSH - LuK Savaria Kft., Szomb		Moulded rubber part		History Radar chart 12/20
	Europe w.out G.	0139 - SSH - LuK Savaria Kft., Szomb	Montage ZMS (AL/SSH-PZ)	Other DR	L-08169-0G19-01 GUMMIPUFFER	History Radar chart 05/20

Click here to define a certain timeframe for which you want to have an overview

By choosing the option "yes" in the drop-down field "only details" you get a list of all ratings

③ Details on the ratings

For further analysis you can download the ratings as an excel or pdf file

	A	B	C	D	E	F	G	H	I	J	K	L
	Category	Region	Location	Segment	Material	Part	Period	Reference	Score	6 months	Rating	Target
1	1. Overall Ev	<All>	<All>	<All>	<All>	<All>	05/2011	5/31/2011	97	95	Green	100
2	1. Overall Ev	Germany	<All>	<All>	<All>	<All>	05/2011	5/31/2011	99	96	Green	100
3	1. Overall Ev	Germany	0002 - IWL - S	<All>	<All>	<All>	05/2011	5/31/2011	100	100	Green	100
4	1. Overall Ev	Germany	0002 - IWL - S	IWL - Werks	<All>	<All>	05/2011	5/31/2011	100	100	Green	100
5	1. Overall Ev	Germany	0002 - IWL - S	IWL - Werks	Sealing rings	<All>	05/2011	5/31/2011	100	100	Green	100
6	1. Overall Ev	Germany	0002 - IWL - S	IWL - Werks	Sealing rings	F-576737.20-	05/2011	5/31/2011	100	100	Green	100
7	1. Overall Ev	Germany	0002 - IWL - S	IWL - Werks	Sealing rings	F-576737.20-	05/2011	5/31/2011	100	100	Green	100
8	1. Overall Ev	Germany	0002 - IWL - S	IWL - Werks	Sealing rings	F-576737.20-	05/2011	5/31/2011	100	100	Green	100
9	1. Overall Ev	Germany	0002 - IWL - S	IWL - Werks	Sealing rings	F-576737.21-	05/2011	5/31/2011	100	100	Green	100
10	1. Overall Ev	Germany	0080 - GCB - I	<All>	<All>	<All>	05/2011	5/31/2011	99	95	Green	100
11	1. Overall Ev	Germany	0080 - GCB - I	GCB - Werks	<All>	<All>	05/2011	5/31/2011	86	86	Yellow	100
12	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	<All>	<All>	05/2011	5/31/2011	99	95	Green	100
13	1. Overall Ev	Germany	0080 - GCB - I	LZM Fertigung	<All>	<All>	05/2011	5/31/2011	98	97	Green	100
14	1. Overall Ev	Germany	0080 - GCB - I	Aktorik	<All>	<All>	05/2011	5/31/2011	100	100	Green	100
15	1. Overall Ev	Germany	0080 - GCB - I	LWP Produkt	<All>	<All>	05/2011	5/31/2011	99	95	Green	100
16	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	Moulded rubber	<All>	05/2011	5/31/2011	99	100	Green	100
17	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	Moulded rubber	L-05197-005C	05/2011	5/31/2011	99	99	Green	100
18	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	Moulded rubber	L-05197-0045	05/2011	5/31/2011	100	100	Green	100
19	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	O-Ring	<All>	05/2011	5/31/2011	100	99	Green	100
20	1. Overall Ev	Germany	0080 - GCB - I	Aktorik	O-Ring	<All>	05/2011	5/31/2011	100	100	Green	100
21	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	O-Ring	L-05197-0021	05/2011	5/31/2011	100	100	Green	100
22	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	O-Ring	L-05197-0021	05/2011	5/31/2011	100	100	Green	100
23	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	O-Ring	L-08197-0G0	05/2011	5/31/2011	100	97	Green	100
24	1. Overall Ev	Germany	0080 - GCB - I	LAP Fertigung	O-Ring	L-08197-0H8	05/2011	5/31/2011	100	100	Green	100
25	1. Overall Ev	Germany	0080 - GCB - I	Aktorik	O-Ring	L-08174-0HA	05/2011	5/31/2011	100	100	Green	100



The excel table is based on the settings you made in the detailed view. In addition you can add the raw data and information about complaints.

③ Details on the ratings

If you have any questions to your customer, you can send an e-mail to your customer's contact directly from Performance Monitor.

In the further informations view you can send an E-Mail with your question directly to the respective responsible of your customer. After clicking on „question to customer“ a window with a new E-Mail pops up, in which you can write your question.

	Months	YTD	Comment
<input type="checkbox"/> QZ 1 - Mass production quality	100	93	
Number of Deliveries	31	143	
Number Series Complaints		1	

Buttons: Back, More ▾, Question to customer



In order to get forwarded to this function click on any link in the further information column in the detailed view. (Ansprechpartner?)

③ Details on the ratings

In the column “Further information“ in the detailed view you find several links



History

This page shows the historical values (rating, scores) of a specific performance record in a table and a diagram.



Raw data

This page shows the raw data by which the supplier ratings are calculated (e.g. number of delivered parts, number of defective parts). Whether raw data is provided or not depends on the customer. The raw data is displayed in a line below the corresponding evaluation categories. In most cases, the table displays data for the current period, year to date (YTD) and for 12 months.



Complaints

The customer may provide complaints that relate to supplier ratings. The complaints are listed in a table that includes the following information: complaint ID, title, type, related part ID, part name, status of the complaint, date, customer location, customer contact and defective quantity. It depends on the customer which columns are displayed.



If you use the Service “Problem Solver“ a link is visible on the complaints view in the Performance Monitor, which forwards you to a more detailed view of the complaint.

Agenda

1**Introduction****2****First Steps with SupplyOn Performance Monitor****3****Working with Performance Monitor****4****Summary and Support**

① Summary

In this session following topics were presented:



Requirements for using SupplyOn

Technical Requirements
Administration of roles and rights



Performance Monitor

What is it and what are your benefits
Way of working and functionalities

① Contacts for Support

Please don't hesitate to contact following support points in case of questions



Schaeffler Process Responsible

[Frau Henriette Solomaier](#)

+49 (9132) 82-1821

(Herrn Müller als fachlichen Support aufnehmen?)



SupplyOn Customer Support

regarding use of the services:

Customer-Support@SupplyOn.com

regarding registration:

Registration@SupplyOn.com

For general enquiries:

Info@SupplyOn.com

Deutschland: 0800.78 77 59 66

International: +800.78 77 59 66

USA/Kanada: 1.866. 787.7596

China (Nord): 10800. 7490127

China (Süd): 10800. 4900114

Mexiko: 01.800.123.3231

① SupplyOn Online Help

On the Website of SupplyOn you find multiple help functionalities



Online Help

On each page within the WebEDI service you can find a help button with explanations for the corresponding page content in the upper menu bar. There are also videos available, which present the general functions of the services.



WebEDI Live and Online Trainings

SupplyOn offers WebEDI introduction trainings as well as advanced trainings. On the SupplyOn Website you can click on the training program, download it or directly register online for training.



CSV format description

On the My SupplyOn page you can find links to the format descriptions, which you might need for data upload or the download of received data for internal electronic processing. You can also download the format descriptions.

① Questions?

Please don't hesitate to ask!





Thank you for your attention!