Webasto Group

Supplier Scorecard

Public

Document Information			
Document Type:	Manual		
Document Number			
Document Version:	2.0	Template Version:	2.0
Valid from:	15.09.2025		
Classification:	Public		

Scope of Application	
Company:	All / Suppliers
Site:	All
Business Units:	Roof (RX/RT), Battery Systems, Thermo Management

Document Governance	
Document Owner:	Karolin Hellerling, Mgr. PU & SQ Excellence
Responsible Function:	Purchasing

Change History			
Date	Version	Description	Author
27.08.2025	2.0	First creation of Version 2.0	Philipp Müller, Martina Dostalova, Maksim Utas, Alexandra Kyris

Contents

1 Introduction

1.1 Definitions

PSCR - Product Safety & Conformity Responsible	Every company in the automotive supply chain is obligated to ensure the safety and conformity of its products. This includes compliance with the legal regulations of the respective countries and meeting the safety expectations of the general public. This is where the role of the Product Safety & Conformity Representative comes in.
PLI - Product Liability Insurance	Product Liability Insurance covers the cost of compensating anyone who is injured by a faulty product that the business designs, manufactures or supplies.
TISAX - Trusted Information Security Assessment Exchange	TISAX describes a testing and exchange process for information security in the automotive industry.
ISO 9001	ISO 9001 certification is proof that a company has implemented an effective quality management system and meets the specified requirements.
IATF 16949	IATF16949 is a complement to ISO 9001, which contains specific requirements for the automotive industry. Certification according to IATF 16949 is a prerequisite for cooperation with many automotive manufacturers and suppliers.
ISO 14001	Environmental Management System (Requirements with guidance for use, covers overall frameworks, audits, communications, labelling, life-cycle analysis and methods to mitigate and adapt to climate change).
EMAS - Eco-Management and Audit Scheme	EMAS is a voluntary environmental management system of the European Union that supports companies and organizations in continuously improving their environmental performance.
ISCC	Certification for fully traceable and environmentally, socially and economically sustainable supply chains. Covers sustainable agricultural biomass, biogenic wastes and residues, non-biological renewable materials and recycled carbon-based materials.
VAP - Validated Assessment Program	The VAP is designed by the Responsible Business Alliance (RBA) to investigate risks identification and improvement around corporate social responsibility in supply chains.
ISO 37301	ISO 37301 is an international standard for compliance management systems (CMS). It specifies requirements and guidelines for the establishment, development, implementation, evaluation, maintenance, and continuous improvement of a CMS.
ISO 50001	ISO 50001 is an internationally recognized standard for energy management systems. It provides a framework for organizations of all sizes to improve their energy performance, save energy, and reduce costs.

SA8000	Social Responsibility Certification; an improved corporate reputation at international level regarding respect for ethical and social principles.
ISO 45001	ISO 45001 is an internationally recognized standard for occupational health and safety management systems. It provides organizations with a framework for minimizing workplace risks and improving employee safety and health.
PPAP - Production Part Approval Process	PPAP is a standard procedure in the automotive industry for the approval of production processes and products.
QW1	Webasto´s Quality Policy for Suppliers. Base for supply and performance obligations towards Webasto.
PPM - parts per million	PPM is used to measure defect rates or quality standards. In quality management, PPM describes the number of defective units per million units.
Q2	Q2 SAP Notification - Supplier Quality Complaint
P2	P2 SAP Supplier Quality Notification for APQP/PPAP
D5	Step of 8D, Potential Corrective actions
D8	Step of 8D, Closure of the problem solving
8D	An 8D report is a standardized problem-solving method used primarily in quality management. It documents a problem-solving process based on eight steps (hence 8D for "8 Disciplines") and is used to identify root causes of problems and develop sustainable solutions.
PO	Purchase Order
ZEMB	Type of Purchase Order: First Sample (PPAP)
WeQ	WeQ is a cloud-based solution of Supplier Quality for transparent and efficient collaboration with supplier in APQP/PPAP and NC (8D) module.
WeBuy	WeBuy is the integrated system environment for Purchasing, which helps Webasto to enable and implement end-to-end processes (like purchase-to-pay) without system breaches and interfaces.
KPI - Key Performance Indicator	KPIs are measurable metrics that help assess the success of measures, make data-driven decisions, and optimize performance.
APQP	APQP stands for “Advanced Product Quality Planning”. Its goal is to ensure product quality from the outset by identifying and resolving potential problems and risks early on.
L2	L2 Notification - Supplier Logistic Complaint
CAPA	Corrective Action Preventive action. Key concept in quality management to eliminate and avoid causes of existing nonconformities.
AD	Accumulated Defect

1.2 Purpose

Webasto is introducing an update to its global supplier performance scorecard to ensure consistent, transparent and data-driven evaluation of all Webasto´s production suppliers.

The scorecard is measuring and analyzing supplier performance for the purposes of operational excellence, mitigating risk and driving continuous improvements in value and operations. The purpose of this document is to provide an overview of all Key Performance Indicators (KPI) in the Webasto Supplier Scorecard.

1.3 Scope

Webasto´s global supplier performance scorecard **includes the following 19 Key Performance** Indicators and is applicable for all suppliers for productive material on a global scale. An exception to this rule applies to suppliers who have not made any deliveries to Webasto within the past 12 months:

General	Development
- Supplier Quality Certificates - Supplier Product Liability Insurance - Performance Savings - Information Security Rating (TISAX) - Payment Terms - Sustainability	- APQP Performance - PPAP on time and with the right content - Safe launch - Supplier Quality Policy (QW1, use of WeQ system)
- **Series Production Quality**	- **Series Production Logistics**
- Series PPM - Audit Performance - Number of Series-Complaints - Recharge of Q2 costs - 8D Duration - Customer Complaints	- Customer Disturbance - Production Disturbance - Process Disturbance

Definition KO-Criteria:

We are introducing KO-criteria to highlight critical performance areas. These are non-negotiable standards. If a supplier scores 0 points in any KO criterion, they will no longer be eligible for an A-rating, regardless of their total score.

- Supplier Quality Certificates
- Supplier Quality Policy (QW1, use of WeQ system)
- Audit Performance
- Customer Complaints
- Customer Disturbance

Access via WeBuy:

The scorecard can be accessed via WeBuy. More detailed information about WeBuy can be found on the Webasto Homepage for Supplier Management. Webasto - Supplier management

1.4 Scoring

Rating	Score Range	Evaluation	Escalation
A	100 % - 93 %	Excellent performance – preferred partner	
B	92 % - 75 %	Acceptable – improvement needed in some areas	Downgrading of supplier to B, if Escalation Level 2 is active
C	< 75 %	Underperforming – subject to review	Downgrading of supplier to C, if Escalation Level 3 is active
KO	Any KO = B or lower	Regardless of overall total score	

The Supplier Performance Score will be reviewed regularly by the responsible Departments (Purchasing, Supplier Quality and Supply Chain Management) and is part of the overall decision making for new project nominations. Suppliers shall review their performance and derive appropriate actions out of that.

If you have questions or need support understanding the scorecard, please contact your Category Purchaser responsible at Webasto.

1.5 Scorecard Overview

Supplier Scorecard Rating Table

Version 2.0

General	Weighting
Supplier Quality Certificates	**6**
Sustainability	3
Additional non-mandatory Certificates	+ 2.5
Supplier Product Liability Insurance	4
Performance Savings	4
Information Security Rating (TISAX)	2
Payment Terms	3
	22-24.5

Development	Weighting
APQP Performance	7
PPAP on time with the right content	7
Safe launch	5
Supplier Quality Policy (QW1, use of WeQ system)	**6**
	25

Series Production Quality	Weighting
Series PPM (Limit: 50ppm or specific)	4
Audit Performance	**6**
Number of Series-Complaints	4
Recharge of Q2 costs	4
8D Duration	4
Customer Complaints	**6**
	28

Series Production Logistics	Weighting
Customer Disturbance	**7**
Production Disturbance	8
Process Disturbance	10
	25

Total Summary: 100

Datasource: SAP MK03 + WeBuy	
Supplier Quality Certificates	**6**
Certificate of "IATF 16949" and "PSCR" are available and valid (runout date > today)	6
Certificate of "ISO 9001" and "PSCR" are available and valid (runout date > today)	3
No certificates provided or expired (runout date <= today)	0
PSCR mandatory requirement	
Sustainability	**3 to 5.5**
ISO 14001 or EMAS available and valid (runout date > today)	1
Sustainability Score: Weighted with a score/factor	
>=80 = green	2
80 > Score > 44 = yellow	1
<=44 = red	0
Additional acceptable Certificates: ISCC, ISO 45001 or SA8000, VAP (Validated Assessment Programm) Certificate, ISO 50001, ISO 37301 - max. 5 optional Certificates or 2.5 additional points	**Extra Points** 0.5 - 2.5
Supplier Product Liability Insurance	**4**
Product Liability Insurance is valid and runout date > today	4
No certificates provided or without validity (runout date =< today)	0
Performance Savings	**4**
Savings competitive	4
Savings not competitve	0
Information Security Rating (TISAX) / Supplier Security	**2**
>=85% Compliance Score	2
85% > Score > 60% Compliance Score	1
<= 60% Compliance Score or no TISAX	0
Payment Terms	**3**
>=60 Days	3
<60 Days	0

Datasource: SAP P2 + ZEMB + Q2 + WeQ	
APQP Performance	**7**
APQPs with **no** Red flags + **no** Q2 with pre-series coding	7
APQPs with **>=1** Red flags + **no** Q2 with pre-series coding	4
APQPs with **no** Red flags + **>=1** Q2 with pre-series coding	2
APQPs with **>=1** Red flags + **>=1** Q2 with pre-series coding	0
PPAP on time with the right content	**7**
PPAP Parts (Good Receipt), Documents submitted via WeQ **on time** + **no** Q2 Notifications for PPAP coding	7
PPAP Parts (Good Receipt) OR Documents submitted via WeQ **LATE** + **no** Q2-Notification with PPAP coding	4
PPAP Parts (Good Receipt) AND Documents submitted via WeQ **on time** + **>= 1** Q2-Notification with PPAP coding	2
PPAP Parts (Good Receipt) OR Documents submitted via WeQ **LATE** + **>= 1** Q2-Notification with PPAP coding	0
Safe launch	**5**
No Q2 with serial coding raised in 6 months from handover	5
>=1 - Q2 with serial coding raised in 6 months from handover	0
Supplier Quality Policy (QW1, use of WeQ system)	**6**
QW1 accepted **without** side letter + P2 onboarded **and** Q2 onboarded	6
QW1 accepted **without** side letter + at least Q2 **or** P2 onboarded	4
QW1 accepted **without** side letter + **no onboarding** P2 + no Q2 or QW1 **with** side letter + **at least** Q2 or P2 onboarded	2
QW1 **with** side letter + no P2 or Q2 onboarding	0

Datasource: SAP Q2 + R2	
Series PPM (Limit: 50ppm or specific)	**4**
Below limit	4
Above limit	0
Audit Performance	**6**
No NOK/ C - result Task + **no overdue** on Task 'Result-Others' (=action plan not overdue)	6
No NOK/C - results Task but **overdue** on Task 'Result-Others´ (=action plan overdue)	3
NOK result - **C result**	0
Number of Series-Complaints	**4**
0 complaints / month (excluding PPAP, Prototype, preserial, Warranty Q2)	4
<=2 Complaints / month (excluding PPAP, Prototype, preserial, Warranty Q2)	2
> 2 Complaints / month (excluding PPAP, Prototype, preserial, Warranty Q2)	0
Recharge of Q2 costs	**4**
>=90% Q2 cost recharged	4
>=50% Q2 cost recharged	2
Q2 cost recharge rejected	0
8D Duration	**4**
Task "D5 completion" within 14 calendar days + Task 'D8 completion' on time	4
Task "D5 completion" not within 14 cal.days but aligned with W + Task 'D8 completion' on time	2
Delayed response	0
Customer Complaints	**6**
No Q2 notification with coding Field and 0km	6
>= 1 Q2 notification with coding Field and 0km	0

Datasource: SAP L2	
Customer Disturbance	**7**
No L2 with customer disturbance	7
>= 1 - L2 with customer disturbance	0
In case of >=1 "customer disturbance" the supplier loses also points for "production disturbance" and for "process disturbance"	
Production Disturbance	**8**
No L2 with production disturbance	8
>= 1 - L2 with production disturbance	0
In case of >=1 production disturbance" the supplier loses also points for "process disturbance"	0
Process Disturbance	**10**
No L2 with process disturbance	10
>= 1 - L2 with process disturbance	0
This value "process disturbance" is also set to 0, if the supplier has in this month >=1 L2 of type "customer disturbance" or "production disturbance"	0

Supplier Classification:

100 % - 93 %	A	Classification is direct input for project nomination	+	Supplier with no entry or Escalation 0 are not in Escalation according to Webasto´s latest released Supplier Escalation Model Downgrading of Supplier to B if Escalation Level 2 is active. Details under section 6.2. of Webasto´s latest released Supplier Escalation Model Downgrading of Supplier to C if Escalation Level 3 is active. Details under section 6.3. of Webasto´s latest released Supplier Escalation Model
92 % - 75 %	B			
< 75 %	C			
Any KO = B or lower, even with higher total score, KO criteria cap the rating at B or lower	**KO**			
Supplier Quality Certificates	KO		=	Supplier Classification and Escalation Levels are integral components of the evaluation process for new project nominations!
Supplier Quality Policy (QW1, use of WeQ system)				
Audit Performance				
Customer Complaints				
Customer Disturbance				

2 Supplier Scorecard – KPI Definition Sheet

2.1 General

2.1.1 Supplier Quality Certificates

Definition	The Supplier Quality Certificate must include all mandatory certifications required for direct suppliers. Specifically, ISO 9001 and IATF 16949 are essential for demonstrating compliance with quality management standards. All direct material suppliers are required to hold a valid IATF 16949 certificate. In cases where a supplier does not yet possess this certification, they must provide either a Letter of Intent or a detailed transition plan outlining the steps and timeline for progressing from the minimum requirement of ISO 9001 certification to full IATF 16949 compliances. PSCR (Product Safety & Conformity Responsible) as well as all other Certificates are mandatory to provide via WeBuy.	
Notes	PSCR is considered a must-have. No PSCR has the consequences of 0 points in the Category “Supplier Quality Certificate”, independently from provided ISO 9001 or IATF 16949. *Zero (0) points in this Category automatically means an A-Rating is no longer reachable. For Webasto the Certificates build the base for any strategic relationship with our suppliers.* The questionnaire in WeBuy needs to be fully approved before an update is visible on the Supplier Scorecard.	
Weighting	6 points	Certificate of "IATF 16949" and “PSCR” are available and valid (runout date > today)
	3 points	Certificate of "ISO 9001" and “PSCR” are available and valid (runout date > today)
	0 points	No certificates provided or expired (runout date <= today)
Refresh Frequency	Weekly	

Decision Matrix

IATF 16949	**ISO 9001**	**PSCR**	**Overall Points**
Valid	Valid/Expired/not available	Valid	6
Expired/not available	Valid	Valid	3
Valid	Expired/not available	Expired/not available	0
Valid	Valid	Expired/not available	0

2.1.2 Supplier Product Liability Insurance

Definition	The supplier has a valid Product Liability Insurance (PLI). Product Liability Insurance covers the cost of compensating anyone who is injured by a faulty product that the business designs, manufactures or supplies.	
Notes	The questionnaire in WeBuy needs to be fully approved with all mandatory certificates, before an update is visible on the Supplier Scorecard.	
Weighting	4 points	Product Liability Insurance is valid and runout date > today
	0 points	No certificates provided or without validity (runout date =< today)
Refresh Frequency	Weekly	

2.1.3 Performance Savings

Definition	The supplier provides competitive prices based on innovation, quality and timing, considering market influences like raw material, energy and labor.	
Notes	An evaluation of competitive prices will be carried out by the responsible Global Category Purchaser at Webasto.	
Weighting	4 points	Savings competitive
	0 points	Savings not competitive
Refresh Frequency	Weekly	

2.1.4 Information Security Rating (TISAX) / Supplier Security

Definition	Evaluation of Supplier Security based on the TISAX Rating.	
Notes	The Data needs to be provided via the “TISAX Questionnaire” in WeBuy. This questionnaire shall be completed by Information Security or IT personnel. **Compliance levels:** - Fully compliant: The requirement is completely fulfilled (5 points) - Partially compliant: The requirement is partially fulfilled. If measurable, this means at least 80% of the persons, devices or systems (3 points) - Actions planned: The requirement is not fulfilled but remediation actions are already planned (1 point) - Not yet started: The requirement is not fulfilled, and actions are not yet planned (0 points) - n/a: The requirement is not applicable. Please explain this answer (0 points) **Terminology**: The key words "MUST", "SHOULD" and "MAY" in this document are to be interpreted as described: - MUST: Implementing this item is an absolute requirement. MUST Requirements be considered with 2x the weight of SHOULD and MAY Requirements. - SHOULD: There may exist valid reasons in particular circumstances to ignore this item, but they must be explained and meaningful. - MAY: Implementing this item is optional but will improve the overall rating **Maximum possible points in the Questionnaire: 110**	
Weighting	2 points	TISAX score equal or over 85% (min. 93 out of 110 points)
	1 point	TISAX score between 85% and 60% (min. 67 out of 110 points)
	0 points	TISAX score under or equal to 60% (under 67 out of 110 points) No TISAX Information provided via WeBuy
Refresh Frequency	Monthly	

Example

Requirement	**Example**	**Compliance Level**	**Overall Points**
MUST (Weight: 2x)	One person responsible for Information Security MUST be appointed and known to all employees	Fully compliant	10 Points 5 Points for fully compliant x2 for MUST Requirement
SHOULD (Weight: 1x)	The supplier SHOULD have a log management concept	Partially compliant	3 Points 3 Points for partially compliant x1 for SHOULD Requirement

2.1.5 Payment Terms

Definition	The KPI for payment terms shall evaluate the agreed payment terms with the supplier over all Webasto Purchasing Organizations (Plants).	
Notes	For overall Rating the average over all purchasing organizations will be considered. The payment term across all purchasing organizations must be at least 60 days to receive the full score.	
Weighting	3 points	Payment terms over or equal to 60 days
	0 points	Payment terms under 60 days
Refresh Frequency	Weekly	

Example

Purchasing Organization	**Payment terms**	**Overall Points**
DE01	Over 60 days	0 Points
RO01	Under 60 days	

2.1.6 Sustainability

Definition	Evaluation of the Sustainability Rating and Certificates	
Notes	The questionnaire in WeBuy needs to be fully approved with all mandatory certificates, before an update is visible on the Supplier Scorecard.	
Weighting	**Sustainability Score:**	
	2 points	Score equal or over 80% (green)
	1 point	Score between 80% and 44% (yellow)
	0 points	Score under or equal to 44% (red)
	ISO14001 or EMAS Certification:	
	1 point	Valid ISO 14001 or EMAS Certification (runout date > today)
	0 points	No valid ISO 14001 or EMAS Certification
	Additional acceptable Certificates:	
	0.5 points each Maximum of 2.5 points	ISCC, ISO 45001 or SA8000, VAP (Validated Assessment Program) Certificate, ISO 50001, ISO 37301
	Total: 5.5 points	
Refresh Frequency	Monthly	

2.2 Development

2.2.1 APQP Performance

Definition	Performance in pre-series/development is based on the number of Red flags raised in component APQP in WeQ APQP/PPAP module (P2) and number of pre-series complaints (Q2 with coding Q2-00400).	
Notes	**Red flag:** Every component APQP in WeQ is checked for any open Red flags, which can be content and/or time relevant. Red flag deduction is reflected in Supplier Scorecard (SSC) until Red flag is resolved in APQP. >=1 Red flag leads to a deduction as per weighting below. **Pre-series Q2 notification:** Number of pre-series Q2s with coding 'Q2-00400 Complaint Pre-Series Parts' in SAP. Pre-series Q2 deduction is reflected in SSC until Q2 notification closed. >=1 Q2 notification leads to a deduction as per weighting below. No open notifications or red flags means full points.	
Weighting	7 points	APQPs with **no** Red flags + **no** Q2 with pre-series coding
	4 points	APQPs with **>=1** Red flags + **no** Q2 with pre-series coding
	2 points	APQPs with **no** Red flags + **>=1** Q2 with pre-series coding
	0 points	APQPs with **>=1** Red flags + **>=1** Q2 with pre-series coding
Refresh Frequency	Weekly	

2.2.2 PPAP on time with the right content

Definition	PPAP performance is based on delivery of PPAP parts, submitted PPAP documents in WeQ APQP/PPAP module (P2) on time and number of PPAP complaints (Q2 with coding Q2-00300).	
Notes	**Delivery of PPAP parts:** PPAP parts are booked in against ZEMB PPAP PO in right quantity and before/on Delivery Date + 3 days (in case of late arrival on Friday) in relevant month. Parts booking Date is later than (Delivery date + 3 days) leads to a deduction as per weighting below. A deduction is reflected until parts/goods are booked in, this includes open late POs. **Submission of PPAP documents in WeQ:** Documents submitted via WeQ later than submission date as per delivery date in ZEMB PPAP PO leads to a deduction as per weighting below. Actual submission date of submission of last PPAP element > (later) Overall Target submission date of PPAP documents counted for all PPAPs in all status in WeQ. Point deduction is reflected in all months until PPAP changed to at least status Submitted. Rejections are not reflected in this case as that would be reflected in PPAP Q2 notification. **PPAP Q2 notifications:** Number of pre-series Q2s with coding 'Q2-00300 Complaint PPAP/Initial sampling' in SAP: >= 1 Q2 notification leads to a deduction as per weighting below. Points are deducted only for month when Q2 is raised. **Additional notes:** If there is no PPAP PO, no deduction takes place for PPAP parts or PPAP documents. PPAP part delivery on time and submission of documents on time and no PPAP Q2 notification means full points.	
Weighting	7 points	PPAP Parts (Good Receipt), Documents submitted via WeQ **on time** + **no** Q2 Notifications for PPAP coding
	4 points	PPAP Parts (Good Receipt) OR Documents submitted via WeQ **LATE** + **no** Q2-Notification with PPAP coding
	2 points	PPAP Parts (Good Receipt) AND Documents submitted via WeQ **on time** + **>= 1** Q2-Notification with PPAP coding
	0 points	PPAP Parts (Good Receipt) OR Documents submitted via WeQ **LATE** + **>= 1** Q2-Notification with PPAP coding
Refresh Frequency	Weekly	

2.2.3 Safe Launch

Definition	Safe Launch evaluation is based on number of serial Q2 notifications raised within 6 months after component handover to plant (change material status to 70).	
Notes	Once pre-series development of components is finalized and handed over to plant, material status in SAP is changed to 70. Launch performance is tracked 6 months after material status change. >=1 Q2 notification with series coding… - Q2-00100 Complaint Series from Incoming Inspection - Q2-00110 Complaint Series from Production - Q2-00700 Complaint from 0KM- Customer Complaint - Q2-00710 Complaint from Field – Customer Complaint - Q2-00720 Warranty re-charges … leads to a deduction as per weighting below. Deduction is reflected in the month when Q2 notification was raised. No raised notifications in 6 months after handover means full points.	
Weighting	5 points	No Q2 with serial coding raised in 6 months from handover
	0 points	>=1 - Q2 with serial coding raised in 6 months from handover
Refresh Frequency	Monthly	

2.2.4 Supplier Quality Policy (QW1, use of WeQ system)

Definition	This KPI measures the Acceptance of QW1 (Quality Policy for suppliers) and onboarding into Supplier Quality online tool WeQ in APQP/PPAP (P2) and NC Non-conformance (Q2) module.	
Notes	**QW1:** First part of evaluation consists of Acceptance of QW1 with or without Side letter. Once there is signed of Side letter to QW1, points are deducted as per weighting below for all months. **WeQ – use of supplier quality system:** Second part of evaluation consists of the use of our WeQ system in two modules APQP/PPAP (P2) and NC non-conformance module (Q2). Supplier is onboarded in one of the modules once training is performed, admin user requested by supplier and classification 'WeQ Onboarding Status' set up in SAP. If only one of the modules is used or none by supplier, points are deducted as per weighting below for all months until onboarding is confirmed by set up classification in SAP. Acceptance of QW1 and onboarding in both of WeQ modules leads to full points. *Zero (0) points in this Category automatically means an A-Rating is no longer reachable. Following QW1 policy and use of Webasto systems build the base for any strategic relationship with our suppliers.*	
Weighting	6 points	QW1 accepted without side letter + P2 onboarded and Q2 onboarded
	4 points	QW1 accepted without side letter + at least Q2 or P2 onboarded
	2 points	QW1 accepted without side letter + no onboarding P2 + no Q2
	2 points	QW1 with side letter + at least Q2 or P2 onboarded
	0 points	QW1 with side letter + no P2 or Q2 onboarding
Refresh Frequency	Weekly	

2.3 Series Production Quality

2.3.1 Series PPM

Definition	Series Production Quality evaluates how many defective parts, per one million parts delivered for series material, have been sent to Webasto.	
Notes	All supplier complaints - Q2 notifications with coding and status 'NOTE' (in SAP) … - Q2-00100 Complaint Series from Incoming Inspection - Q2-00110 Complaint Series from Production - Q2-00700 Complaint from 0KM- Customer Complaint … are considered in calculation of PPM. Field 'Complaint Quantity' is used for calculation and should be always aligned across the system to ensure traceability. **Calculation:** (Complaint Qty in current month x 1000000) / (Part delivered in current month) In case PPM is above the limit deduction of the points takes place as per weighting below. PPM below limit lead to full points. **Limit unless otherwise specified is 50 PPM.** **Notes:** - Req.Start - Date of Q2 notification defines in which month Q2 is considered. Part delivered are all quantities of movement type 101 (goods receipt) and 102 (goods receipt for PO reversal) and is checked in transaction MB51 – Material Document List. Any reduction by parts sent back (movement 122 – return to vendor) should not be considered. - All Material status of the component is included in calculation. - Only material type 'WEBA' is considered. - Open and closed notifications are considered into calculation. - Only serial supplier with Supplier Type: S- Supplier for productive material are included in calculation. - Intercompany suppliers not considered.	
Weighting	4 points	Below limit
	0 points	Above limit
Refresh Frequency	Weekly	

2.3.2 Audit Performance

Definition	Process audits are significant indicators of supplier quality systems and therefore Audit performance is track with focus on C-result audit at supplier and management and follow up on actions plan.	
Notes	Audits are stored in R2 notification with coding R2-Audit 0020 Process audit for specific vendor code in SAP, as well as tasks relevant to output of audit (result and action plan). **Evaluation:** *Task R2-INSPR 0020 Inspection n.O.K.* leads to deduction in month where the Planned date of the task is. *Task R2-INSPR 0999 Inspection /Result - Others* dates are compared in following way: - Planned finished date > completion date of the task - no deduction - Planned finished date + 3 days (in case of later upload from Webasto) < completion date of the task – deduction takes place for the month where Planned finished date of tasks is - Planned finished date + 3 days (in case of later upload from Webasto) < today and task is not completed - deduction takes place for month where Planned finished date of tasks is and for every upcoming month until task is closed Full points are achieved when there is no NOK/C-result of audit and when there is no overdue action plan. *Zero (0) points in this Category automatically means an A-Rating is no longer reachable. Results of process audits are significant indicators to build the base for any strategic relationship with our suppliers.*	
Weighting	6 points	No NOK/ C - result Task + no overdue on Task 'Result-Others' (=action plan not overdue)
	3 points	No NOK/C - result Task but overdue on Task 'Result-Others´ (=action plan overdue)
	0 points	NOK result - C result
Refresh Frequency	Weekly	

2.3.3 Number of Series-Complaints

Definition	Number of Series-Complaints counts how many series quality complaints were raised in a month to the supplier.	
Notes	All supplier Complaint Q2 notifications with coding and status 'NOTE' (in SAP) … - Q2-00100 Complaint Series from Incoming Inspection - Q2-00110 Complaint Series from Production - Q2-00700 Complaint from 0KM - Customer Complaint … are considered in calculation of number of series-complaints. **Calculation:** Count how many complaints there are in a month. Notification is only reflected in a month where it was raised. Full points are achieved if there is no Q2 complaints raised in the month. **Notes:** - Req.Start - Date of Q2 notification defines to which month Q2 is considered. - All Material status of the component is included in calculation. - Open and closed notifications are considered into calculation	
Weighting	4 points	0 complaints / month (excluding PPAP, Prototype, preserial, Warranty Q2)
	2 points	<=2 Complaints / month (excluding PPAP, Prototype, preserial, Warranty Q2)
	0 points	> 2 Complaints / month (excluding PPAP, Prototype, preserial, Warranty Q2)
Refresh Frequency	Weekly	

2.3.4 Recharge of Q2 costs

Definition	All proven supplier caused costs (effort, scrapped material,etc.) shall be recharged to supplier.	
Notes	All supplier Complaint Q2 notifications with coding and status 'NOTE' (in SAP): - Q2-00100 Complaint Series from Incoming Inspection - Q2-00110 Complaint Series from Production - Q2-00700 Complaint from 0KM- Customer Complaint - Q2-00710 Complaint from Field – Customer Complaint … are considered in the calculation. **Booked costs:** Certain Cost element considered in cost/recharge in QM-Order: e.g. hours effort, scrap material, rework, etc. **Calculation:** Percentage (%) of: Recharged cost / Booked costs (as per calculation in SQ Supplier Management Dashboard) for all Q2s. **Notes**: - Date is the Completion date of Q2. - Notification is closed. - All Material status of the component is included in calculation.	
Weighting	4 points	>=90% Q2 cost recharged
	2 points	>=50% Q2 cost recharged
	0 points	Q2 cost recharge rejected
Refresh Frequency	Weekly	

2.3.5 8D Duration

Definition	Evaluation of duration of D5 and D8 tasks in Q2 notification for all 8D.	
Notes	All 'D5 completion tasks (8-D-5/6S 1000)' and D8 completion task (8-D-8.S 1000) for NOTE complaints in SAP: - Q2-00100 Complaint Series from Incoming Inspection - Q2-00110 Complaint Series from Production - Q2-00700 Complaint from 0KM - Customer Complaint - Q2-00710 Complaint from Field – Customer Complaint **Calculation:** **Task 'D5 completion' within 14 calendar days**: Task is completed AND (Completion Date - Planned start date) =< 14 days (closure of D5 within 14 days) OR Task is open AND Planned finished date > today (open and on time) then no points are deducted. If Task 'D5 completion' is not within 14 cal. days but aligned with Webasto via WeQ Date change: Task is completed (Completion date exists, task is closed) AND (Completion date <= Planned finished date) OR (Task is open AND Planned finished date > today) **Task 'D8 completion' on time:** Task is completed AND (Completion date <= Planned finished date) (closure of D8 on time) OR Task is open AND Planned finished date > today (open and on time) then no points are deducted. **Notes:** - Q2-007100 is reflected in calculation as we want to track performance in 8D problem solving. - All Material status of the component is included in calculation. - Open and closed notifications are considered into calculation. - Only 8D is considered. CAPA is not part (not used for complex/safety relevant/repetitive/customer complaints) and does not have D8 task in Q2. AD is not part as it is a commercial type of complaint where we do not track D5 and D8.	
Weighting	4 points	Task "D5 completion" within 14 calendar days + Task 'D8 completion' on time
	2 points	Task "D5 completion" not within 14 calendar days but aligned with Webasto + Task 'D8 completion' on time
	0 points	Delayed response
Refresh Frequency	Weekly	

2.3.6 Customer Complaints

Definition	Customer Complaints reviews how many supplier complaints/issues has been detected by customer.	
Notes	All supplier complaints - Q2 notifications with coding and status 'NOTE' (in SAP): - Q2-00700 Complaint from 0KM - Customer Complaint - Q2-00710 Complaint from Field - Customer Complaint **Calculation:** Count how many complaints there are in a month. Notification is only reflected in a month where it was raised. - Req.Start - Date of Q2 notification defines to which month Q2 is considered. - All Material status of the component is included into calculation. - Open and closed notifications are considered into calculation No supplier complaints leading to customer issues in a month leads to full scoring. *Zero (0) points in this Category automatically means an A-Rating is no longer reachable. Evaluation of supplier-caused customer issues is a significant indicator to build the base for any strategic relationship with our suppliers.*	
Weighting	6 points	No Q2 notification with coding Field and 0km
	0 points	>= 1 Q2 notification with coding Field and 0km
Refresh Frequency	Weekly	

2.4 Series Production Logistics

2.4.1 Customer Disturbance

Definition	Count of L2 notifications with **customer** disturbance level	
Notes	Code: L2-1000 / 300 To ensure the efficiency across the Supply Chain, and in particular the On-Time In-Full (OTIF) delivery towards Webasto and its Customers, it shall be considered, amongst others, the delivery performance of our Suppliers, and: - The compliance with the ordered quantities and delivery dates (Delivery reliability) - The compliance with the packaging and labelling - The compliance with the documentation (product and delivery documentation) and the correct electronic transmission of delivery data (ASN) - The compliance with all other supplier requirements of Webasto (Supply chain manual etc.) and all part of delivery conditions Deviations from these requirements lead to disturbances in the Supply Chain processes at Webasto (e.g. Goods Receiving and Production) and may also have an impact on the Webasto's ability to supply finished goods On-Time In-Full to its Customers. Process, production, and customer disturbances are linked in a sequential manner: - A process disturbance may escalate to a **production disturbance** - A **production disturbance** at Webasto can subsequently lead to a **customer disturbance** Customer disturbance is the highest escalation level. It automatically implies zero points on the KPIs for customer, production and process disturbances, which leads to a total deduction of 25 points. *Zero (0) points in this Category automatically means an A-Rating is no longer reachable. For Webasto Customer Disturbance caused by a supplier´s logistic non-conformity is not acceptable.*	
Weighting	7	No L2 with customer disturbance
	0	One or more (>= 1) L2 with customer disturbance
	0	In case of >=1 "customer disturbance" the supplier loses also points for "production disturbance" and for "process disturbance"
Refresh Frequency	Weekly	

2.4.2 Production Disturbance

Definition	Count of L2 notifications with **production** disturbance level	
Notes	Code: L2-1000 / 200 Process, production, and customer disturbances are linked in a sequential manner: - A process disturbance may escalate to a **production disturbance** - A **production disturbance** at Webasto can subsequently lead to a **customer disturbance** Production disturbance is the second escalation level. It automatically implies zero points on the KPIs for production and process disturbances, which leads to a total deduction of 18 points.	
Weighting	8	No L2 with production disturbance
	0	One or more (>= 1) L2 with production disturbance
	0	In case of >=1 production disturbance" the supplier loses also points for "process disturbance"
Refresh Frequency	Weekly	

2.4.3 Process Disturbance

Definition	Count of L2 notifications with **process** disturbance level	
Notes	Code: L2-1000 / 100 Whenever non-conformities/deviations of/from Webasto/automotive rules are encountered by the supplier, Webasto issues a Logistics Complaint (also named Logistics Notification or L-Notification or L2 Notification). Resulting costs, internal or external (justified and reasonable), will be charged to the supplier, if identified as origin. In the light of further automation and digitalization any process disturbance will cause extra effort and increase internal costs. Furthermore, points in the scorecard are deducted depending on the disturbance level, like described above.	
Weighting	10	No L2 with process disturbance
	0	One or more (>= 1) L2 with process disturbance
	0	This value "process disturbance" is also set to 0, if the supplier has in this month >=1 L2 of type "customer disturbance" or "production disturbance"
Refresh Frequency	Weekly	

3 Implemented Changes

3.1 Added KPI´s

Sustainability:

Webasto strives to make a positive impact on the environment and society worldwide through its commitment to sustainability and its innovative strength – and thereby achieve a competitive advantage. By working hand in hand with assessed business partners, we can make meaningful contributions towards a more sustainable future. To reflect this commitment the Sustainability Score is now part of the overall supplier evaluation. For further details, please visit Webasto´s Homepage for Supplier Management.

Information Security Rating (TISAX) / Supplier Security:

Webasto´s customers often require TISAX certification. It ensures that suppliers and partners meet consistent security requirements, especially when handling sensitive data like prototypes, customer information, or production details. In a highly competitive industry, protecting intellectual property and confidential project data is critical. Webasto therefore expects its suppliers to hold a valid TISAX certification, ensuring a transparent and recognized approach to verifying information security maturity.

More Details on Webasto´s Homepage for Supplier Management or directly in the TISAX Questionnaire.

Payment Terms:

The agreed-upon time frame in which Webasto must pay their Supplier for goods or services. As Payment terms have direct impact on Webasto´s cash flow, which is essential for day-to-day operations, it is an important evaluation criterion for Webasto´s strategic supplier relations. For Suppliers it can be a strategic tool to create competitive advantages by providing flexible or favorable payment terms, especially in such competitive markets.

Supplier Quality Policy (QW1, use of WeQ system): Webasto - QW1

It is the objective of Webasto to always meet the highest expectations of Webasto´s clients and consumers. Achieving this goal requires systematic quality management in which the suppliers of Webasto play an essential role. The Supplier must take steps to ensure that the content of provisions set forth under QW1, the Quality Policy for Suppliers, shall be applied by any subcontractors and/or third parties mandated by the Supplier, where permitted, to honor its supply and performance obligations towards Webasto. Additionally, Webasto expects their suppliers to use cloud-based solution WeQ, which simplifies collaboration between Webasto and external suppliers in three main areas:

- **APQP (Advanced Product Quality Planning)**: All important parts of APQP information can be accessed at any time and from anywhere via the portal - allowing tasks and actions to be planned, managed and tracked in an efficient manner.
- **PPAP (Production Part Approval Process)**: Element based approval with direct interface to SAP for our development and serial projects.
- **NC (8D) - Supplier complaint management**: Problem solving module offers guided approach for our Eight disciplines, CAPA (Corrective Action Preventive action) and AD (Accumulated Defect).

Audit performance:

To reflect the systemic evaluation and management of our supplier panel, Audit performance has been included in SSC. Why are we doing it? To ensure product quality, compliance with standards and regulations and mitigate risks.

3.2 Changed KPI´s

Was: APQP

Now: APQP Performance

The criterion was defined to describe performance during APQP via status of SAP P2 notification. With the implementation of WeQ and its interface to SAP, status is no longer updated based on performance. WeQ offers the possibility to highlight risk via Red flags in family APQPs for each part number, which is also transparent towards our suppliers. Pre-series complaints were a separate criterion, however in new Scorecard it is merged into overall APQP performance.

Was: PPAP Quality and PPAP on time

Now: PPAP on time with the right content

Merging of two criteria related to PPAP sample submission and PPAP relevant supplier complaints. Criterion has been extended to reflect not only booking of the parts, but also timely submission of PPAP documentation. PPAP supplier complaints (Q2s) are also considered.

Was: Preseries (Documentation and Quality)

Now: Safe Lauch

Criterion was replaced by Safe Launch as Pre-series complaints are now implemented in APQP performance. Safe launch is critical for ramp-up in serial production after handover to plants and reflects maturity of component APQP. The focus is on supplier complaints raised 6 months after handover to plant (Trigger point: Change of material status in SAP from 60 to 70).

Was: Rework / Sorting Costs

Now: Recharge of Q2 costs

In previous Scorecard, booking of rework costs in QM-order (in SAP Q2 notifications) were considered as criterion. Newly, the focus is on overall recharge of supplier-caused costs in our supplier complaint process.

Was: Field complaints

Now: Customer Complaints

Target is to reflect impact of supplier issues on our customers. 0KM complaints from customer (as per coding in SAP) were added into evaluation, as well as previously defined field complaints from customers.

3.3 Removed KPI´s

Status Frame Contract:

All components of the contractual framework must be fully established before a supplier is included in Webasto's Supplier Performance Evaluation and granted access to the Supplier Scorecard. The existence of a valid contractual foundation is considered a prerequisite by Webasto and is no longer

evaluated as part of the Supplier Scorecard criteria. If any part of the contractual framework becomes invalid, it is the joint responsibility of both Webasto and the supplier to promptly renew the relevant agreements.

Number of Repeated Defects:

Repeated Defects are already considered as one of the triggers in the Escalation process and therefore we no longer consider this as a criterion in our Scorecard.