

Welcome to PHConnect

Introduction to PHConnect Buy-Side – *Supplier Metrics*



ENGINEERING YOUR SUCCESS.

PHConnect – Supplier Metrics

- Purpose:
 - Allows Suppliers to review their performance metrics in detail in real time reporting
 - Three supplier metrics are:
 - Quality
 - On-Time Delivery
 - Process of Continuous Improvement Participation

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The purpose of the supplier metrics is to allow suppliers to review their performance metrics in detail in real time reporting.

The three supplier metrics for Parker Hannifin are:

- Quality
- On-Time Delivery
- Process of Continuous Improvement Participation

PHConnect – Supplier Metrics

•Search Criteria:

- Location** – Default to Modesto, CA. All Parker locations the supplier does business with will be listed.
- Report Type** – Default to Parker's Current Fiscal Year (July-June) Summary (Bar Chart). Options are Current Summary, Quarterly Summary and Metrics Details.

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The Supplier Metrics screen will default to the 12 month color coded bar chart. The default location for the Racor Division/Village Marine Tec. is Gardena, CA. Suppliers that do business with the other locations of the Racor Division or other Parker locations can use the location drop down box to select through their metrics.

There are three different types of reports available for the supplier metrics:

- Current Fiscal Year Summary (Bar Chart)
- Quarterly Summary
- Metrics Details

PHConnect – Supplier Metrics

Quality

Definition: $\frac{\text{Number of parts rejected}}{\text{Number of parts received}} \times 1,000,000$

Goal: Standard across the corporation.

	Current		FY11		FY12	
	PPM	Pct	PPM	Pct	PPM	Pct
Premier	5	99.9995%	5	99.9995%	1,000,000	0%
Preferred	50	99.995%	50	99.995%	1,000,000	0%
Marginal	500	99.95%	500	99.95%	1,000,000	0%
Unacceptable	>500	<99.95%	>500	<99.95%	>1,000,000	<0%

The three metrics suppliers are measured on are Quality, Delivery, and Continuous Improvement. Quality is defined as the number of rejected divided by received time one million = rppm rejected parts per million. The goal is the same across all divisions. We expect zero defects, but we understand quality issues will occur. Please keep them to a minimum. There are four ratings: Premier, Preferred, Marginal, and Unacceptable. Metrics will also show the goals for the next year. As you can see on the slide the Current Year, FY 11, and FY 12.

PHConnect – Supplier Metrics

Supplier Metrics

Location: SACOR - MODESTO, CA

Report Type: Current Summary | Current Fiscal Year 2010

Quality

Supplier	YTD	Pct
Supplier A	100%	100.0%
Supplier B	95%	95.0%
Supplier C	90%	90.0%
Supplier D	85%	85.0%

Authority

Supplier	YTD	Pct
Supplier A	100%	100.0%
Supplier B	95%	95.0%
Supplier C	90%	90.0%
Supplier D	85%	85.0%

Performance

Supplier	YTD	Pct
Supplier A	100%	100.0%
Supplier B	95%	95.0%
Supplier C	90%	90.0%
Supplier D	85%	85.0%

Definition: $\frac{\text{Number of parts received on time}}{\text{Number of parts received}} \times 100$

Goal: Standard across the corporation.

	Current Pct	FY11 Pct	FY12 Pct
Premier	100.0%	100.0%	0%
Preferred	99.0%	99.0%	0%
Marginal	97.0%	97.0%	0%
Unacceptable	<97.0%	<97.0%	<0%

•Parker-ism:

- On-Time = 5 days earlier than the PO due date

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Delivery is the number of received on-time parts divided by the parts received late times 100%. There is a window that counts as on-time. The window is 5 days before the promise date. Anything earlier will affect the suppliers metric negatively. Example: if the promise date is July 15. The window is July 10 – July 15.

PHConnect – Supplier Metrics

Quality

	FY11	Pct
Quality Score	100	100.0%
Target At Risk	100	100.0%

Reliability

	FY11	Pct
Reliability Score	100	100.0%
Target At Risk	100	100.0%

Continuous Improvement

	FY11	Pct
Continuous Improvement Score	85	85.0%
Target At Risk	100	100.0%

Definition: Dollar Value of Ideas Submitted
 Previous Fiscal Year Dollar Spend X CI Commitment Percentage

Goal: Standard across corporation

	Current	FY11	FY12
	Pct	Pct	Pct
Premier	100.0%	100.0%	0%
Preferred	99.0%	99.0%	0%
Marginal	85.0%	85.0%	0%
Unacceptable	<85.0%	<85.0%	<0%

Every year the slate is wiped clean. At the beginning supplier ratings will be Unacceptable, but this way will show improvements.

PHConnect – Supplier Metrics

The screenshot displays the 'MWPOL Supplier Metrics' interface. At the top, it shows the location as 'RACOR, MODOSTO, CA' and the report type as 'Quarterly Summary - 3rd Fiscal Qtr 2019'. The dashboard is divided into three main sections: Quality, Delivery, and Continuous Improvement. Each section includes a goal, quarter achievement, assessment, and a performance table with columns for PPM, Pct, and Pct. The Quality section shows a goal of 5 PPM and 99.9999% achievement. The Delivery section shows a goal of 100% on-time delivery and 100% achievement. The Continuous Improvement section shows a goal of \$654,236.48 and 92.6% achievement. A red box highlights the 'Quarterly Summary' report type in the top navigation area.

- Quarterly Summary – Provides current quarter assessment information. Quarters can be changed to review past performance.



Quarterly Summary is a different way to view your progress.

PHConnect – Supplier Metrics

•Search Criteria:

- **Location** – By Parker location.
- **Search by** – Part Number, PO Number, PPM or SDR with option of Starts with, Contains or Exact match.
- **Sort by** – Receiver date, Part Number, PPM or SDR.

•Parker-isms:

- PPM = Parts per Million
- SDR = Supplier Delivery Rating

Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,45
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER,5"-3207	63448	0468744	4,000	4,00
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,45
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14 220/5	63443	0468753	5,600	5,60
01/06/2010	01/07/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468810	8,910	8,91
01/06/2010	01/08/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468820	4,455	4,45
01/06/2010	01/08/2010	22030	TAP PLATE/RETAINER	28957	0468823	4,455	4,45
01/07/2010	01/08/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468953	8,910	8,91
01/07/2010	01/11/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0469032	4,455	4,45
01/08/2010	01/11/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0469113	8,910	8,91
01/11/2010	01/12/2010	10509	TAP PLATE/RETAINER	63441	0469221	9,555	9,55
01/11/2010	01/13/2010	30505	TAP PLATE/RETAINER-1"-14 FORD	63445	0469328	4,800	4,80
01/12/2010	01/13/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0469381	4,455	4,45
01/12/2010	01/13/2010	30624	TAP PLT/RTNR,FORD,3 5/8 16MM	41580	0469447	2,000	2,00
01/12/2010	01/13/2010	30997	TAP PLATE/RETAINER ASSY JD SEC	41582	0469448	2,400	2,40
01/12/2010	01/13/2010	56197	TAP PLATE/RETAINER ASSY JD	41581	0469449	4,000	4,00
01/12/2010	01/13/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0469530	4,455	4,45
01/12/2010	01/14/2010	30598	TAP PLATE/RETAINER,5"-3207	63448	0469534	2,000	2,00
01/12/2010	01/14/2010	30598	TAP PLATE/RETAINER,5"-3207	63448	0469537	2,000	2,000
01/13/2010	01/14/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0469569	4,455	4,455

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The Metrics Detail screen provides the supporting documentation to the Quality and On-Time delivery metrics. Search criteria allows the supplier to narrow down the quarter information into relevant information:

- Location – By Parker location.
- Search by – Part Number, PO Number, PPM or SDR with option of Starts with, Contains or Exact match.
- Sort by – Receiver date, Part Number, PPM or SDR.

PHConnect – Supplier Metrics

Options:

- **Home** – Send supplier back to Supplier Metrics Fiscal Year Summary page.
- **Help** – Generic help information for supplier metrics.
- **Excel Download** – Supplier can download detail data for a quarter into Excel.

PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
63444	0468537	4,455	4,455	100	100	001	
63448	0468744	4,000	4,000	100	100	001	
63442	0468748	4,455	4,455	100	100	001	
63443	0468753	5,600	5,600	100	100	001	
63444	0468810	8,910	8,910	100	100	001	
63444	0468820	4,455	4,455	100	100	001	
28957	0468823	4,455	4,455	100	100	001	
63444	0468953	8,910	8,910	100	100	001	
63444	0469032	4,455	4,455	100	100	001	
63444	0469113	8,910	8,910	100	100	001	
63441	0469221	9,555	9,555	100	100	001	
63445	0469328	4,800	4,800	100	100	001	
63444	0469381	4,455	4,455	100	100	001	
41580	0469447	2,000	2,000	100	100	001	
41582	0469448	2,400	2,400	100	100	001	
41581	0469449	4,000	4,000	100	100	001	
63442	0469530	4,455	4,455	100	100	001	
63448	0469534	2,000	2,000	100	100	001	
63448	0469537	2,000	2,000	100	100	001	
63442	0469569	4,455	4,455	100	100	001	

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In the details screen there are some management tools that allow the supplier to analyze the information provided.

- Home – Send supplier back to Supplier Metrics Fiscal Year Summary page.
- Help – Generic help information for supplier metrics.
- Excel Download – Supplier can download detail data for a quarter into Excel.

PHConnect – Supplier Metrics

Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•The date the shipment was received at the Parker location.



This is the date that we entered into our system that we received it. This is not the date that it entered our dock.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

Home
Help
Excel Download

Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

- The date the required to be at the Parker location.

Delivery date is the date that Parker wants the part in the system.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•The part number ordered by the Parker location.

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The third column is the part number tied to the particular shipment.

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supplier metrics

Location: RACOR - MODESTO, CA
Search By: Part Nbr Starts With
Sort By: Receiver Dt Ascending
Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	53444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	53448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	53442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	53443	0468753	5,600	5,600	100	100	001	

•The description of the part number ordered by the Parker location.

The fourth column is the description of the part number ordered by the Parker location.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER,5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•The Purchase Order the part number was ordered on by Parker.

The fifth column is the purchase order tied to the shipment.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RecvNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•The Parker Receiver Number for the shipment.

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When Parker receives a part, as it is entered into the system it is given a receiver number.

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supplier metrics

Location: RACOR - MODESTO, CA
Search By: Part Nbr Starts With
Sort By: Receiver Dt Ascending
Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	UOM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER,5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•The Quantity Received and Quantity Ordered – Should be the same.

The seventh and eighth columns of the detailed information deals with the quantity ordered and the quantity received. For most products ordered my Parker Hannifin the quantity received and the quantity ordered should be the same. There is a 10% variance that is allowed for certain commodities due to their nature, processing or unit of measure.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•PPM = Quality Rating should be 100 (100%); any other number designates that product has been rejected and is counted against the supplier quality metric.

The ninth column of the detail information lists the information related to the quality metric. This allows the supplier to view the information by line item to a quality defects. The quality rating should be 100 in the PPM field, meaning the shipment did not have any rejects.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•SDR = Supplier delivery rating is either 100 or 0. A score of 100% is the goal (on-time); 0% designates that the order was shipped late.

The tenth column is the supplier delivery rating column. SDR stands for Supplier Delivery Rating. The delivery rating is either 100 or 0. A score of 100% is the goal, any other percentage less than this designates that the order was shipped late.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•Line Number = The line number of the product as listed on the Purchase Order.

The eleventh column displays the line number on the purchase order the shipment is referenced.

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supplier metrics

Location: RACOR - MODESTO, CA

Search By: Part Nbr Starts With

Sort By: Receiver Dt Ascending

Report Type: Metrics Detail 3rd Fiscal Qtr 2010

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Received Date	Delivery Date	Part Nbr	Description	PO Nbr	RcvrNbr	QtyRcvd	Qty Order	PPM	SDR	Line Nbr	Sched Rel
01/05/2010	01/06/2010	22681	TAP PLATE/RETAINER ASSY-HINO	63444	0468637	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	30598	TAP PLATE/RETAINER, 5"-3207	63448	0468744	4,000	4,000	100	100	001	
01/05/2010	01/07/2010	20188	TAP PLATE/RETAINER ASSY-NAVSTR	63442	0468748	4,455	4,455	100	100	001	
01/05/2010	01/07/2010	20502	TAP PLATE/RETAINER-1"-14-220/5	63443	0468753	5,600	5,600	100	100	001	

•Scheduled Release is for Kanban Purchase Orders that have a three digit release assigned to the shipment.

The final column of the supplier metrics detail displays the scheduled release is for Kanban Purchase Orders that have a three digit release assigned to the shipment.