



## FAQ: Supplier Performance Measurement with **GradeCard**<sup>®</sup>

**Why should I care about supplier quality and delivery performance?**

*There is a tremendous amount of profit dollars lost as a result of poor supplier quality and delivery performance. The profit leakage goes right to the bottom line of the balance sheet. Improving performance plugs the profit leakage holes.*

**What does grading my suppliers offer me?**

*Aberdeen Group found an average cost savings of 26.6% annually for companies that implemented supplier performance measurement systems. Smoother internal procurement and manufacturing operations occurred, and suppliers better understood their performance expectations and accomplishments.*

**Where does the data for GradeCard<sup>®</sup> come from?**

*Data used to grade supplier performance comes from automatically downloaded in-house information system(s).*

**Is data in my information system modified by GradeCard<sup>®</sup> ?**

*As a "bolt on" system, GradeCard<sup>®</sup> reads data exported from your in-house information system and never sends information back to the in-house system. All data flow is one way from the in-house system to the GradeCard<sup>®</sup> database. In this way, information is always in sync with enterprise company data behind a secure information firewall.*

**How long does it take to implement GradeCard<sup>®</sup> ?**

*Implementation of GradeCard<sup>®</sup>, which includes on-site staff training, requires a total of two weeks for a single plant site once the data interface is developed.*

**May I view/compare supplier performance across my enterprise?**

*Yes. The GradeCard<sup>®</sup> system offers the ability to globally view and compare supplier performance, spending levels, and purchase price variance data among and between company plant sites. Individual installations of GradeCard<sup>®</sup> across an enterprise of plant sites may be linked to provide management with an eagle's view of supplier quality, delivery and financial performance.*

**What is included in the GradeCard<sup>®</sup> system?**

*Five software modules are included within the GradeCard<sup>®</sup> system.*

- 1. GradeCard<sup>®</sup> - the supplier performance measurement system*
- 2. GC Integrator<sup>®</sup> - a tool to view and compare supplier performance and spending information across your company enterprise*
- 3. GC Integrator Administrator<sup>®</sup> - a tool to manage user access and privileges to enterprise data*
- 4. GC Supplier<sup>®</sup> - a supplier web portal that allows your suppliers secured access to their performance data using their web browsers*
- 5. GC Batch<sup>®</sup> - a daily batch utility to manage multisite GradeCard<sup>®</sup> databases*