Supplier Rating System (SRS)
Supplier Protest Requests

Supplier Training Guide

January 2019

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Agenda / Course Outline

1. What are SRS protest requests
2. Supplier submits a protest request
3. View the status of a protest
4. Email notifications
5. Protest request resolution
6. Frequently asked questions

Topic 1: What are SRS protest requests

What are SRS protest requests

On January 7, 2019, a new online process has been released which gives our Raytheon Suppliers the opportunity to formally protest performance elements affecting their Supplier Rating System (SRS) ratings. The feature enables our suppliers to submit protest requests for statistical delivery date, receipt date, or failure responsibility through SRS via the Raytheon Supplier Portal.

Benefits:

- Raytheon Supply Chain Productivity
  - Buyers will have time to do more productive supplier management activities
  - Will enhance supplier excellence program by removing the need to adjudicate SRS scores to reflect accurate performance
  - Will improve competitive source selection decisions by utilizing more accurate data

- Improved Partnership
  - Addresses consistent feedback from supplier perception surveys; Suppliers requested a formal process to contact RTN to update inaccurate SRS scores.
  - This is a feature that, in the words of suppliers from the Raytheon Supplier Advisory Council, “Will be a competitive differentiator for Raytheon”.

SRS Protest Requests - Key Assumptions

- SRS protest requests are for supplier performance relationship reports (SPRR)
  - Protests can occur from PO Detail, Receipt Detail, or Failure Detail reports in SPRR (protests cannot occur from the SCAR Detail report or QDI's)

- The SRS protest requests from PO Detail, Receipt Detail, and Failure Detail reports will route to the buyer on record

- Only one protest request per line item is allowed
  - Once a supplier submits a protest request for a line item, regardless if it is accepted or rejected, the line item cannot be protested again

SRS Protest Request Status Definitions

Protest Request Status	Definition
Submitted	The supplier SRS protest request has been submitted to Raytheon for review.
In Review	The supplier SRS protest request is in review by Raytheon.
Accepted	The supplier SRS protest request has been accepted by Raytheon for processing. Raytheon will update the appropriate data source system. Changes should be reflected in SRS ratings in the next SRS update.
Rejected	The supplier SRS protest request has not been accepted by Raytheon. Although the SRS protest request to change SRS was reviewed thoroughly, the request will not be acted upon.

Topic 2: Supplier Submits a Protest Request

Supplier Selects Detail Report

SPRR Summary

Legend	Excep-tional	BLUE	Very Good	PURPLE	Satis-factory	GREEN	Marginal	YELLOW	Unsatis-factory	RED
Quantitative % Range	from 100.0 to 98.0		from 97.9 to 95.0		from 94.9 to 90.0		from 89.9 to 85.0		from 84.9 to 0.0	

Minority Code	101 - LARGE BUSINESS	
Qualitative Rating	**Cannot Calc**	
Quantitative Rating 1 Month	86.6%	**Marginal / Needs Improvement - YELLOW**
Quantitative Rating 3 Month	96.1%	**Very Good - PURPLE**
Quantitative Rating 12 Months	98.6%	**Exceptional - BLUE**
Quantitative RSPIM	1.01	**Exceptional - BLUE**
Quality Rating 1 Month	100.0%	**Exceptional - BLUE**
Quality Rating 3 Month	100.0%	**Exceptional - BLUE**
Quality Rating 12 Months	100.0%	**Exceptional - BLUE**
# of Source Inspection Failures	0	
# of Incoming Failures	0	
# of Floor Failures	0	
Total Weighted Failures	0.0	
Quality Parts Received	155,249	
PPM 12 Months	0	

Web Pages:

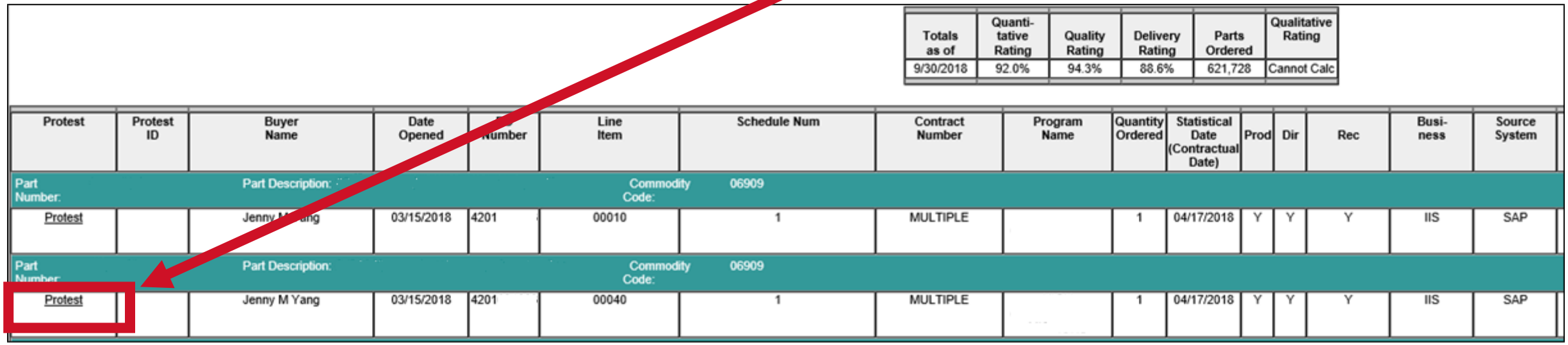
Qualitative:
Not Available

History Graphs:
Quantitative Rating History
Quality Rating History
Delivery Rating History

Reports:
Summary Report
PO Detail Report
Receipt Detail Report
Failure Detail Report
SCAR Detail Report

Supplier Clicks on Protest Line Item

- Supplier reviews the SPRR report and clicks on the protest link of the line item they would like to protest



Totals as of	Quanti-tative Rating	Quality Rating	Delivery Rating	Parts Ordered	Qualitative Rating
9/30/2018	92.0%	94.3%	88.6%	621,728	Cannot Calc

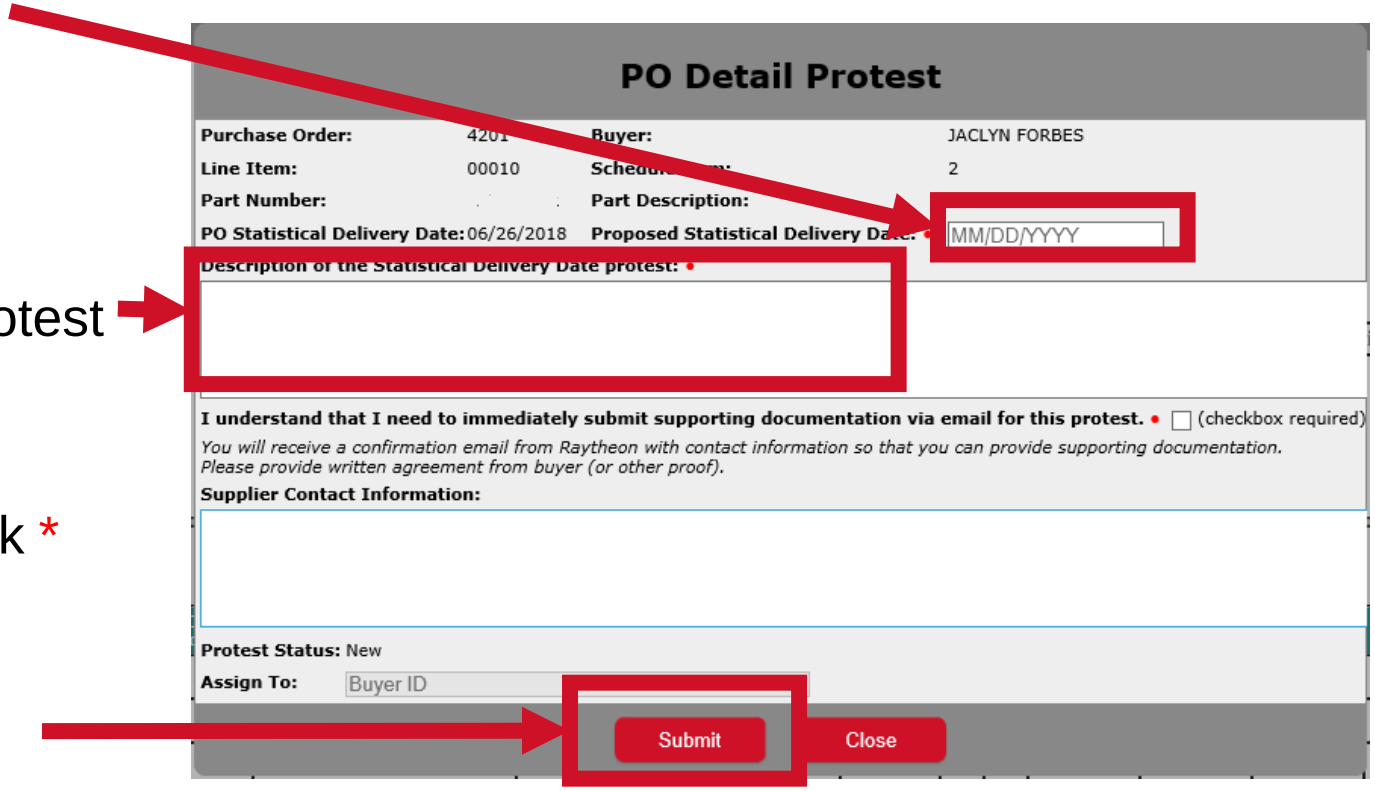
Protest	Protest ID	Buyer Name	Date Opened	PO Number	Line Item	Schedule Num	Contract Number	Program Name	Quantity Ordered	Statistical Date (Contractual Date)	Prod	Dir	Rec	Busi-ness	Source System
Part Number:		Part Description:				Commodity Code: 06909									
Protest		Jenny M Yang	03/15/2018	4201	00010	1	MULTIPLE		1	04/17/2018	Y	Y	Y	IIS	SAP
Part Number:		Part Description:				Commodity Code: 06909									
Protest		Jenny M Yang	03/15/2018	4201	00040	1	MULTIPLE		1	04/17/2018	Y	Y	Y	IIS	SAP

SRS Protest Pop-Up Window Opens

Raytheon

PO Detail Protest

- A supplier can protest the PO statistical delivery date by picking from the calendar widget
- The supplier enters a description of the protest in the comments field
- Required fields are indicated by an asterisk *
- Once the form is completely filled out, the supplier clicks on the Submit button

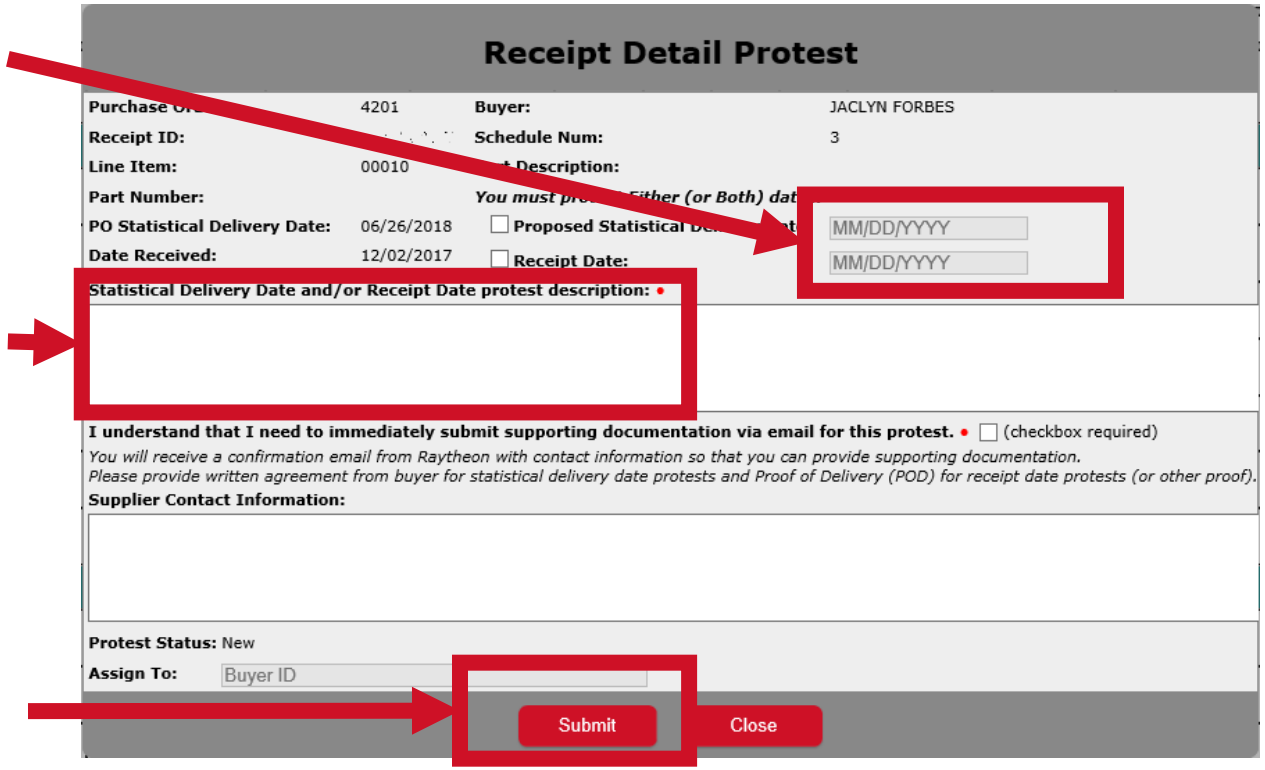


SRS Protest Pop-Up Window Opens

Raytheon

Receipt Detail Protest

- A supplier can protest the Receipt Date and/or PO Statistical Delivery Date by picking from the calendar widget
- The supplier enters a description of the protest in the comments field
- Required fields are indicated by an asterisk *
- Once the form is completely filled out, the supplier clicks on the Submit button

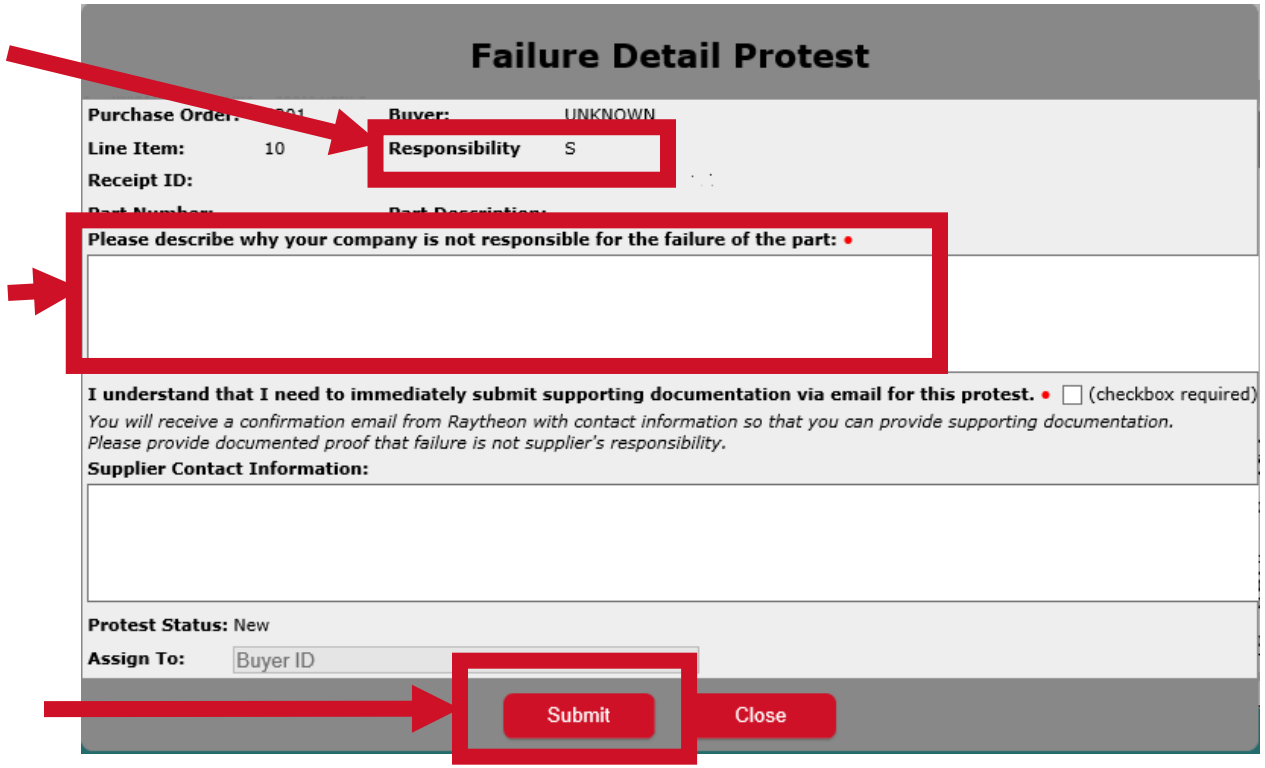


SRS Protest Pop-Up Window Opens

Raytheon

Failure Detail Protest

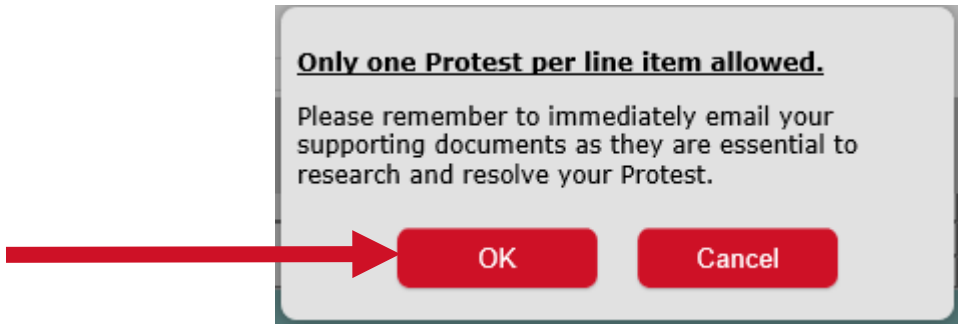
- A supplier can protest the Failure Responsibility
- The supplier enters a description of the protest in the comments field
- Required fields are indicated by an asterisk *
- Once the form is completely filled out, the supplier clicks on the Submit button



SRS Protest Confirmation Pop-Up Window

- A pop-up window displays reminding the supplier to email supporting documents as these documents are required to research and resolve the protest

- Supplier clicks on OK to proceed or Cancel to return to the previous pop-up window

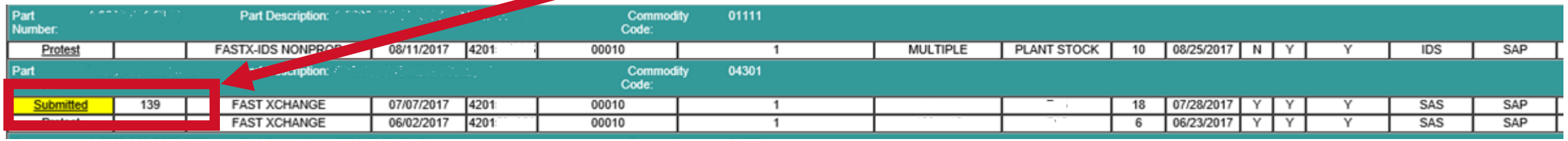


Supplier Receives Initial Submission Email

- Upon successful submission of the protest request, the supplier and buyer will receive an email confirmation that the protest request has been submitted

- The report will update the status from “Protest” to “Submitted” and the protest ID column will display a reference number

- The supplier can check the protest request status on this screen (statuses are: Submitted, In Review, Accepted, Rejected)



Part Number:		Part Description:				Commodity Code:	01111									
Protest		FASTX-IDS NONPROD	08/11/2017	4201	00010	1	MULTIPLE	PLANT STOCK	10	08/25/2017	N	Y	Y	IDS	SAP	
Part		Description:				Commodity Code:	04301									
Submitted	139	FAST XCHANGE	07/07/2017	4201	00010	1			18	07/28/2017	Y	Y	Y	SAS	SAP	
		FAST XCHANGE	06/02/2017	4201	00010	1			6	06/23/2017	Y	Y	Y	SAS	SAP	

New SRS Protest Request Email Creation

- The supplier and buyer will receive an email confirmation that the protest request has been submitted

From: Supplier Rating System
Sent: Thursday, November 08, 2018 8:06 AM
To: SUPPLIER (Drew Carlson for this test)
Cc: BUYER (Drew Carlson for this test)
Subject: Raytheon SRS Protest Submitted - Request 260 (PO # 4201)

Dear Supplier Name ,

Thank you for your recent SRS Protest request. Your request form has been submitted.

Please be reminded, in order to be evaluated, your protest must be accompanied by supporting documentation sent via email to the contact listed below.

- For PO Detail Protests - please provide written agreement from buyer (or other proof)

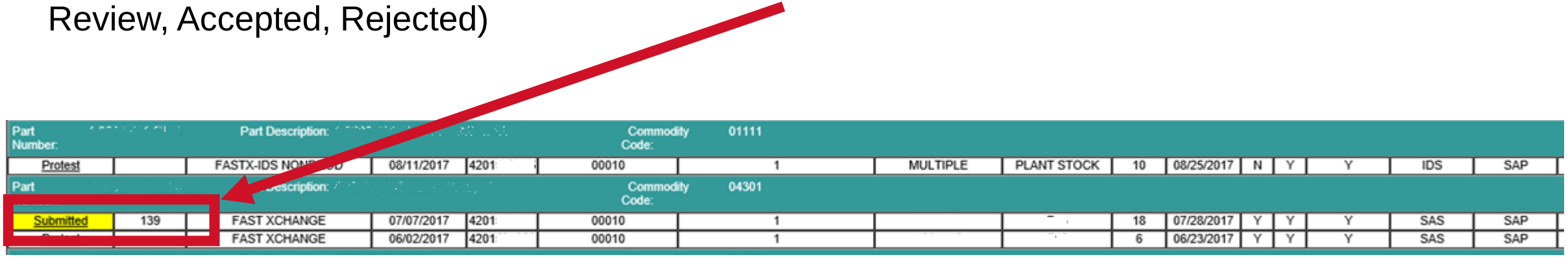
Please send supporting documentation to:
DREW CARLSON (ANDREW.W.CARLSON@RAYTHEON.COM)

Protest ID	260
Date Protest Submitted	08-NOV-2018
Report	PO Detail
Protest Type	Statistical Date
Proposed Statistical Date	23-NOV-2018
Description of the Protest	test

Topic 3: View the Status of a Protest

View the Status of a SRS Protest Request

- The supplier can view the status of an SRS protest request:
  1. Utilize the submission confirmation email to determine the Protest ID number
  2. Access the PO, Receipt, or Failure Detail reports
- The supplier can check the protest request status on this screen (statuses are: Submitted, In Review, Accepted, Rejected)



Part Number:		Part Description:				Commodity Code:	01111									
Protest		FASTX-IDS NON[illegible]D	08/11/2017	4201	00010	1	MULTIPLE	PLANT STOCK	10	08/25/2017	N	Y	Y	IDS	SAP	
Part		[illegible]escription:				Commodity Code:	04301									
Submitted	139	FAST XCHANGE	07/07/2017	4201	00010	1			18	07/28/2017	Y	Y	Y	SAS	SAP	
[illegible]		FAST XCHANGE	06/02/2017	4201	00010	1			6	06/23/2017	Y	Y	Y	SAS	SAP	

Topic 4: Email Notifications

Email Notifications

Email notifications will automatically be sent based on the following scenarios:

- After a supplier completes the SRS protest request, both the supplier and buyer receive confirmation that the request has been submitted for review
- If the SRS protest request is re-assigned to another buyer, then the supplier, the original assigned buyer, and the newly assigned buyer will receive notification
- A status change of an SRS protest request to either accepted or rejected will trigger a resolution email to the supplier and buyer

New SRS Protest Request

- After a supplier submits the SRS protest request, both the supplier and buyer receive confirmation that the request has been submitted for review

From: Supplier Rating System
Sent: Thursday, November 08, 2018 8:06 AM
To: SUPPLIER (Drew Carlson for this test)
Cc: BUYER (Drew Carlson for this test)
Subject: Raytheon SRS Protest Submitted - Request 260 (PO # 4201)

Dear Supplier Name ,

Thank you for your recent SRS Protest request. Your request form has been submitted.

Please be reminded, in order to be evaluated, your protest must be accompanied by supporting documentation sent via email to the contact listed below.

- For PO Detail Protests - please provide written agreement from buyer (or other proof)

Please send supporting documentation to:
DREW CARLSON (ANDREW.W.CARLSON@RAYTHEON.COM)

Protest ID	260
Date Protest Submitted	08-NOV-2018
Report	PO Detail
Protest Type	Statistical Date
Proposed Statistical Date	23-NOV-2018
Description of the Protest	test

Reassignment of a Protest Request to another Buyer

- If the SRS protest request is re-assigned to another buyer, then the supplier, the original assigned buyer, and the newly assigned buyer will receive notification

From: Supplier Rating System
Sent: Thursday, November 01, 2018 3:30 PM
To: SUPPLIER (Drew Carlson as Supplier Name in this Test)
Cc: Buyer (Drew Carlson); Buyer's Manager (103oneide031), Reassigned Buyer (Dustan Brewer) Reassigned Buyer's Manager (Allan Wong)
Subject: Raytheon SRS Protest Reassigned - Request 70 (PO #)

Dear Supplier Name ,

Your request form has been reassigned to DREW CARLSON

In the event you have not already done so, please be reminded, in order to be evaluated, a protest must be accompanied by supporting documentation. This documentation should be sent by email to the reassigned buyer listed below.

Buyer email: ANDREW.W.CARLSON@RAYTHEON.COM

Protest ID	70
Date Protest Submitted	01-NOV-2018
Report	Failure Detail
Protest Type	Failure Responsibility
Description of the Protest	MANAGER TEST - UAT
Supplier Contact Information	QA Test

Status Change of a Protest to either Accepted or Rejected

- A status change of an SRS protest request to either accepted or rejected will trigger a resolution email to the supplier and buyer

- Emails for rejected protest requests will include a reason for the rejection

From: Supplier Rating System
Sent: Tuesday, November 06, 2018 12:07 PM
To: Supplier & Buyer
Cc: Lead or Manager (if they resolved)
Subject: Raytheon SRS Protest Resolved - Request 85 (PO #)

Dear Supplier Name

The protest request (85) you submitted on (06-NOV-2018) has been resolved.
We have accepted your request and have initiated the changes to update our SRS system.
This change should be reflected in SRS ratings in the next SRS update.

Protest ID	85
Date Protest Submitted	06-NOV-2018
Report	Failure Detail
Protest Type	Failure Responsibility
Description of the Protest	TEST - ACCEPT for LEAD (DAWN)

From: Supplier Rating System
Sent: Tuesday, November 06, 2018 12:07 PM
To: Supplier, Buyer
Cc: Lead or manager (if the resolved)
Subject: Raytheon SRS Protest Resolved - Request 86 (PO #)

Dear Supplier Name

The protest request (86) you submitted on (06-NOV-2018) has been resolved.
Although your request to change SRS was reviewed thoroughly, the request will not be acted upon based upon the information cited below:

Resolution Information: Objective evidence did not support protest

Protest ID	86
Date Protest Submitted	06-NOV-2018
Report	Failure Detail
Protest Type	Failure Responsibility
Description of the Protest	TEST REJECT - LEAD (DAWN)

Topic 5: Protest Request Resolution

Protest Request Resolution

- Supplier will be notified via email once the protest request is resolved
- The protest request will be either Accepted or Rejected
- Emails for rejected protest requests will include a reason for the rejection

From: Supplier Rating System
Sent: Tuesday, November 06, 2018 12:07 PM
To: Supplier & Buyer
Cc: Lead or Manager (if they resolved)
Subject: Raytheon SRS Protest Resolved - Request 85 (PO #)

Dear Supplier Name ,

The protest request (85) you submitted on (06-NOV-2018) has been resolved.
We have accepted your request and have initiated the changes to update our SRS system.
This change should be reflected in SRS ratings in the next SRS update.

Protest ID	85
Date Protest Submitted	06-NOV-2018
Report	Failure Detail
Protest Type	Failure Responsibility
Description of the Protest	TEST - ACCEPT for LEAD (DAWN)

From: Supplier Rating System
Sent: Tuesday, November 06, 2018 12:07 PM
To: Supplier, Buyer
Cc: Lead or manager (if the resolved)
Subject: Raytheon SRS Protest Resolved - Request 86 (PO #)

Dear Supplier Name ,

The protest request (86) you submitted on (06-NOV-2018) has been resolved.
Although your request to change SRS was reviewed thoroughly, the request will not be acted upon based upon the information cited below:

Resolution Information: Objective evidence did not support protest

Protest ID	86
Date Protest Submitted	06-NOV-2018
Report	Failure Detail
Protest Type	Failure Responsibility
Description of the Protest	TEST REJECT - LEAD (DAWN)

Topic 6: Frequently Asked Questions

Frequently Asked Questions

- **Q:** I submitted a protest request. When can I expect to receive resolution of the protest request from Raytheon?

  A: Once the buyer receives the supporting documentation, the information will be reviewed. Open protest requests will follow internal escalation procedures for timely responses. Please note that the resolution may not be immediately reflected in SRS data due to timing of SRS updates.

- **Q:** Will my protest request become public knowledge?

  A: No, the protest request records are maintained in a database to which only Raytheon and the respective Supplier have access.

- **Q:** How do I check the status of a protest request?

  A: Suppliers can check the status of a protest request by viewing the PO, Receipt, or Failure detail reports where suppliers initiated the protest request (reports accessed via the SPRR). See topic 3. Once a resolution is determined, an email will be sent to both the supplier and the buyer.

Frequently Asked Questions

- **Q**: Why am I unable to protest a line item more than once?

  A: Once a protest request has been resolved, the buyer has completed any necessary investigation and has determined the final resolution. Once final resolution has been determined, the item cannot be protested again.

- **Q:** My protest request was accepted, but SRS is not reflecting the update. What do I do?

  A: If SRS has not been updated after the protest request was accepted, please contact the buyer. If further assistance is needed, contact the Raytheon helpdesk 877-844-4712.