RSRS
Raytheon Supplier Rating System

Supplier Performance Relationship Reports
Navigation Guide

Raytheon Technologies

TABLE OF CONTENTS

1.0   Overview

This document assists users on how to navigate the Supplier Rating System's (SRS) Supplier Performance Relationship Reports (SPRR). It describes how to register and create credentials in the system to access supplier performance ratings, and how to reset a password or request access to the system and who to contact to troubleshoot access issues. This user guide also covers how to access the different levels of supplier ratings, summary and detail data.

Supplier Performance Relationship Report (SPRR) is an application within SRS used for quantitative assessment of Quality and Delivery performance for suppliers. SPRR is available internally to Raytheon Technologies and externally through a secure access portal provided by Exostar.
SPRR is applicable to suppliers who deliver product.

Note: The exercises in this guide have been altered with fictitious data. Site refers to Supplier Site.

It is highly recommended that the user go to the Legal notices link located at the bottom right of the SRS welcome page before proceeding. This link delineates terms and conditions of using Raytheon Technologies web sites.

2.0   System Requirements, Help and System Access

This web application works most efficient with Internet Explorer version 8 or higher.
If you experience any difficulty accessing any of the web pages or it gives you an error, please contact the following for Technical Support

For help logging into Exostar, contact customerservice@exostar.com, 703-793-7800 or myexostar.com/contact support

For help accessing the SRS Portal, contact supply.chain.technology@raytheon.com or call 800-891-2204.

If you have any questions regarding content or data information, please contact your Raytheon Technologies buyer. Or, Raytheon's "Help Desk": 1.877.844.4712

Raytheon Employees, the menu on the left of the SRS welcome page will help you to navigate within the different areas of Supplier Rating System (SRS) including the Supplier Performance Relationship Report (SPRR). Link is http://srs.app.ray.com/srs/web/srsMain.jsp

Suppliers enter the Supplier Rating System (SRS) and the Supplier Performance Relationship Report (SPRR) via Exostar and the Raytheon Technologies Supplier Portal. Once you land on Raytheon Technologies Supplier Portal page, you will click the SRS link under the chart, see below. Contact Exostar at customersupport@exostar.com if you need assistance using the Exostar site.

Screenshot is not a perfect representation of what will be seen in the supplier portal

Quality			Delivery			PPM 12 Months
1 Month	3 Month	12 Month	1 Month	3 Month	12 Month	
74.1%	89%	78.8%	88.8%	81.9%	90.6%	132,942

Date last updated: 19 Oct 2012

Legend	Excep-tional	BLUE	Good	GREEN	Marginal	YELLOW	Unsatis-factory	RED
Quantitative % Range	from 100.0 to 95.0		from 94.9 to 90.0		from 89.9 to 85.1		from 85.0 to 0.0	

Supplier Rating System

3.0 Navigation

3.1 User Access

SRS access for Raytheon Technologies and Supplier users

3.1.1 Raytheon Technologies: If accessing SRS for the first time, you will need to select the "New User" tab and self-register. Once you register, you will have SRS and SPRR access.

3.1.2 Suppliers: Suppliers enter SRS via Exostar in the Raytheon Technologies Supplier Portal. Contact Exostar at customersupport@exostar.com if you need assistance accessing Exostar. Once you land on Raytheon's Supplier Portal page, you will click the SRS link under the SRS ratings chart to access SRS (shown on previous page).

3.2   Available Tools

Once in SRS, several tools are available to help utilize SRS. These include, but are not limited to:

- **Supplier Performance Relationship Reports (SPRR)** – Supplier's delivery and quality performance with supporting details
- **Ratings Calculator** – Provided to manually calculate supplier's delivery and quality performance if desired.
- **Qualitative Data Input (QDI)** – Supplier's Qualitative Performance (Raytheon Technologies access only)
- **Supplier QDI Self-Assessment** – Supplier tool to rate their own Qualitative Performance (Supplier access only)
- **SRS Ratings Guide** – Details how ratings are determined
- **Navigation Guide** – Navigating to and in SRS
- **SRS Training** – A variety of SRS training materials provided for Raytheon Technologies users.

3.3   SRS SPRR Logout

Simply close the window and you will terminate your SRS connection.

4.0 Using the Supplier Performance Relationship Report (SPRR)

4.1   Selecting Time Frame and Report Type

Access the Supplier Performance Relationship Report (SPRR) as previously noted. The "Select the Report Group" page will display with different types of reporting available and a selection of month and year. The month and year selections are for each month over the past 12 months. Note that the ratings are based on a rolling 12 month window including the month and year selected.

Follow these steps to select a specific report:

1.   Select the month and year you desire to view. On the top-right of this page is a drop-down listing of the month and year. Click the down-arrow to display more selections. This is the range in which the report will generate performance rating data.

2.   Select the Report to run (by clicking on the underscored text) from the list.
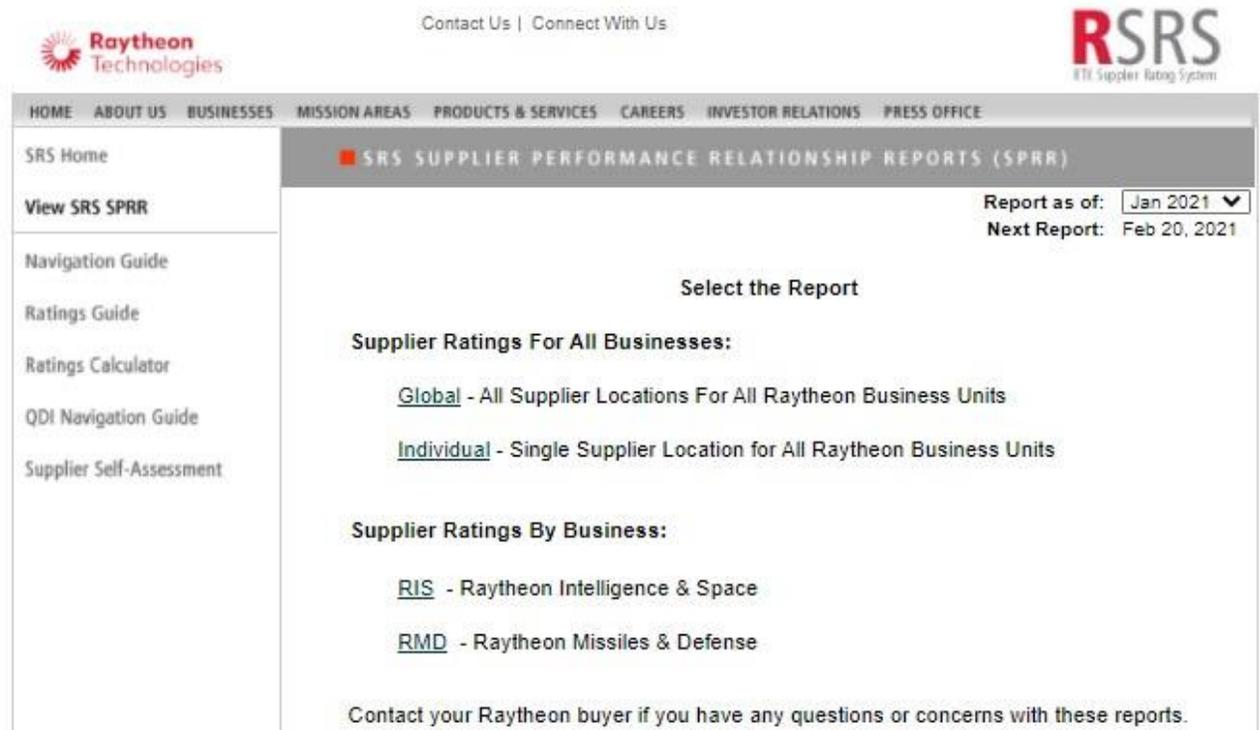
The **Supplier Ratings for All Businesses** gives the user access to supplier report for all businesses.

Global – All Supplier Locations for all Business Units.
Individual – Single Supplier Location for all Raytheon Technologies Business units

The **Supplier Ratings by Business** gives the user access to supplier reports by the selected business:

RMD – Raytheon Missile and Defense Systems

RIS – Raytheon Intelligence and Space

4.2 Selecting the Supplier Location

After selection the time frame and report type, the system will show another page for selecting a specific supplier location (more than one supplier ESD/DUNS number may display). Select the supplier location of interest.

4.3 Using the Supplier Performance Relationship Report (SPRR)

The Supplier Performance Relationship Report (SPRR) will display once the desired criteria is selected. (Note that data has been removed from this form)

The SPRR

SPRR Summary

Legend	Performing	GREEN	Progressing	YELLOW	Underperforming	RED
Quantitative %		from 100.0		from 94.9		from 89.9
Range		to 95.0		to 90.0		to 0.0

Minority Code	101 - LARGE BUSINESS	Qualitative:
Qualitative Rating	NO	Not Available

Quantitative Rating 1 Month	89.3%	Underperforming - RED	History Graphs:
Quantitative Rating 3 Month	93.1%	Progressing - YELLOW	Not Available Mid-Month
Quantitative Rating 12 Months	95.7%	Performing - GREEN	
Quantitative RSPIM	1.04	Performing - GREEN	Reports:
			Summary Report
Quality Rating 1 Month	99.9%	Performing - GREEN	PO Detail Report
Quality Rating 3 Month	99.3%	Performing - GREEN	Receipt Detail Report
Quality Rating 12 Months	99.2%	Performing - GREEN	Failure Detail Report
# of Source Inspection Failures	0		SCAR Detail Report
# of Incoming Failures	4,039		
# of Floor Failures	168		
Total Weighted Failures	3937.5		
Quality Parts Received	7,935,460		
PPM 12 Months	496		
Quality Lots Accepted	1,926		
Quality Lots Received	1,964		
LAR 12 Months	98.1%		
Total SCAR Count 12 Months	0		
SCAR Impact 12 Months	0.0		
# of Level 1 SCARs	0		
# of Level 2 SCARs	0		
# of Level 3 SCARs	0		
Delivery Rating 1 Month	73.3%	Underperforming - RED	
Total Lots Received On-time 1 Mon	187		
Lots Due 1 Mon	202		
Lots Past Due 1 Mon	53		
Delivery Rating 3 Month	83.7%	Underperforming - RED	
Total Lots Received On-time 3 Mon	541		
Lots Due 3 Mon	593		
Lots Past Due 3 Mon	53		
Delivery Rating 12 Month	90.6%	Progressing - YELLOW	
Total Lots Received On-time 12 Mon	2,134		
Lots Due 12 Mon	2,301		
Lots Past Due 12 Mon	53		

Select the **Select Report Group** button to return to the report selection page.

Select the **Printer Version** button if you wish to generate a printer friendly version of the report that can be easily printed.

Links From the SPRR

There are a number of active links on this report that provide additional detail related to this report:

To view performance history trend graphs, select one of the active links on the right side of the page under "History Graphs"

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

To view detail reports, select one of the active links under the right side of the page under "Reports"

Each of these active links will be discussed in the following sections.

Quantitative Rating History

From the SPRR Summary Report, the Quantitative Rating history can be accessed by selecting the "Quantitative Rating History" link:

By selecting "Quantitative Rating History" the trend graph will be displayed.
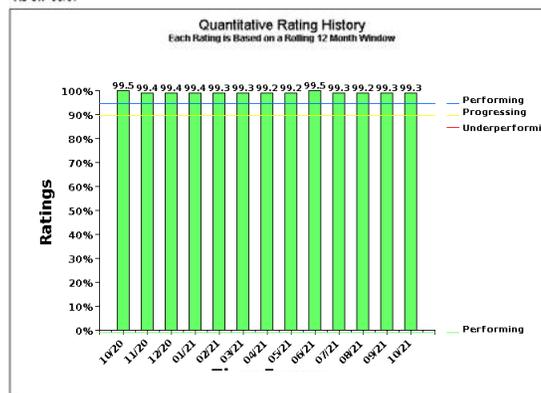
From this page, you can toggle to the Quality or Delivery rating trend graphs by clicking the respective button. This page is interactive that when the "Report as of" date is changed, the range of the report also changes.

The **Select Report Group** button will navigate to the "Select the Report Group "page to begin a new report selection process.

The **Printer Version** button provides a printer view of the report for easy printing.

Click either the **Quality Rating History ∨** or **Delivery Rating History ∨** buttons to toggle to the Quality or Delivery rating History page.

Quality Rating History

This page displays the Quality rating trend graph. From this view, you can toggle to the Delivery rating page by clicking on the respective button. This page is interactive in that when the "Report as of" date is changed, the range of the report also changes. efef

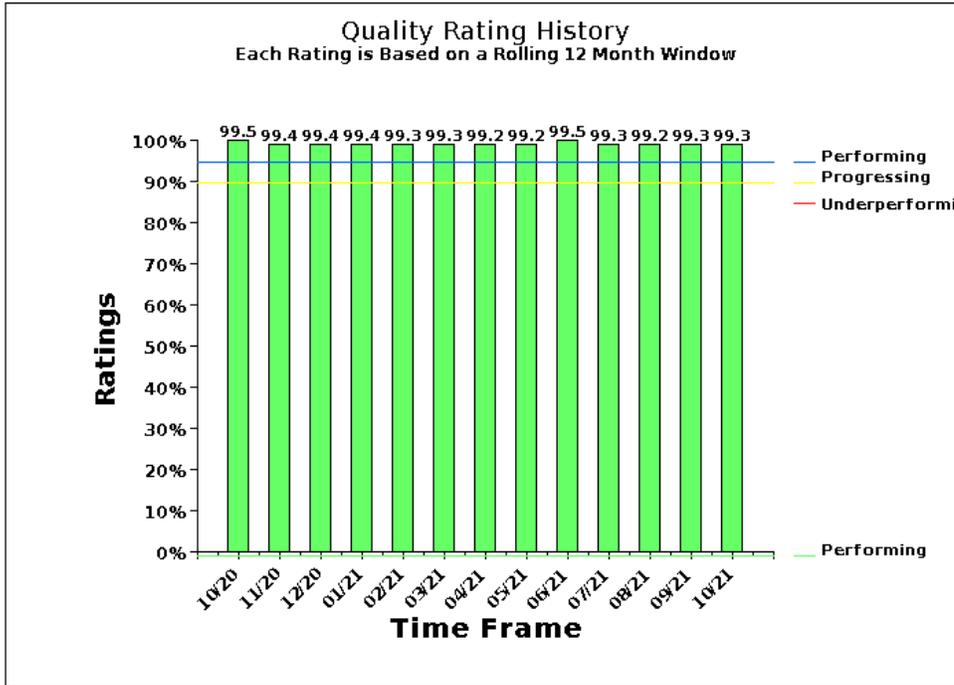This system and its use are intended for the initiation and management of supplier performance information. It contains supplier information that should not be disclosed outside of Raytheon Technologies or to individuals or entities within Raytheon Technologies that may compete against such suppliers, if such disclosure will afford such Raytheon Technologies individuals or entities an unfair competitive advantage against such suppliers.

Contact your Raytheon buyer if you have any questions or concerns with these reports

<-- SPRR Summary   <-- Quantitative History Rating   Show Details   Delivery -->

Takes you back to the ratings page

Takes you to the Quantitative Ratings History graph

Pulls up detailed summary view of the ratings

Takes you to the Delivery Ratings History graph
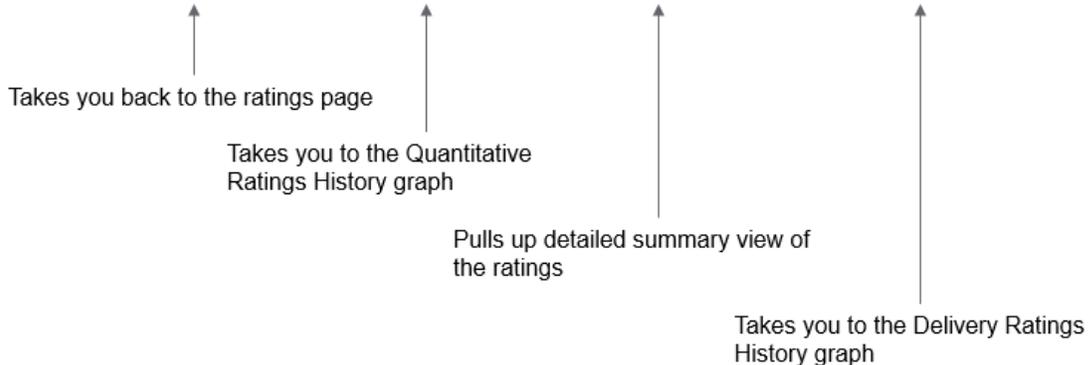
Delivery Rating History

This page displays the Delivery rating history trend graph. From this view, you can toggle to the Quality rating page by clicking the respective button. This page is interactive in that when the "Report as of" date is changed, the range of the report also changes.

Delivery Rating History
Each Rating is Based on a Rolling 12 Month Window

Values shown above bars: 99.5, 99.4, 99.4, 99.4, 99.3, 99.3, 99.2, 99.2, 99.5, 99.3, 99.2, 99.3, 99.3

Time frame: 10/20, 11/20, 12/20, 01/21, 02/21, 03/21, 04/21, 05/21, 06/21, 07/21, 08/21, 09/21, 10/21

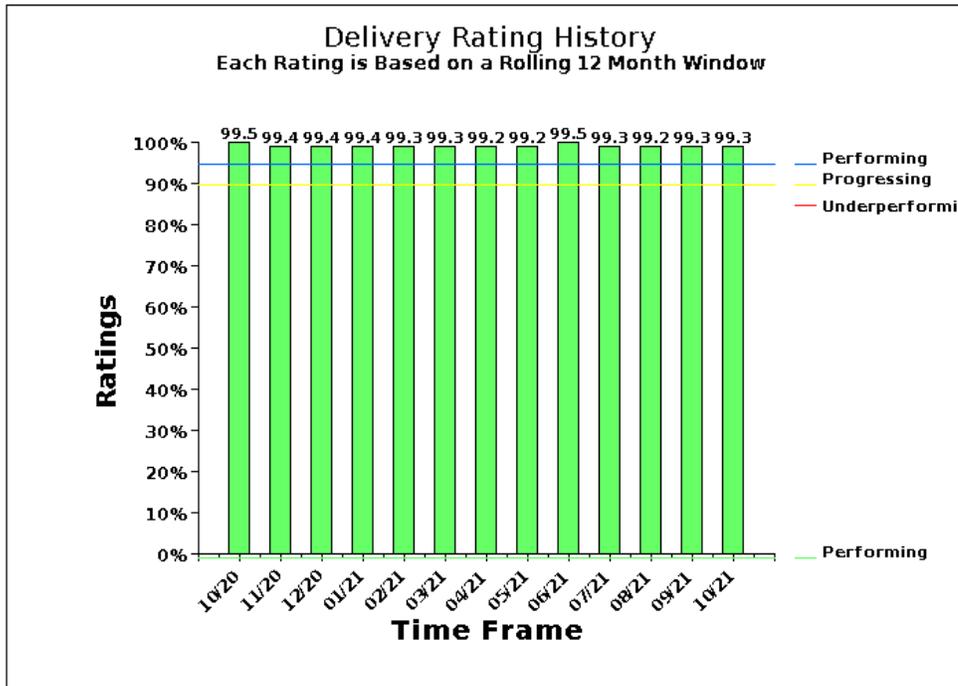Legend: Performing, Progressing, Underperformin, Performing

Contact your Raytheon buyer if you have any questions or concerns with these reports

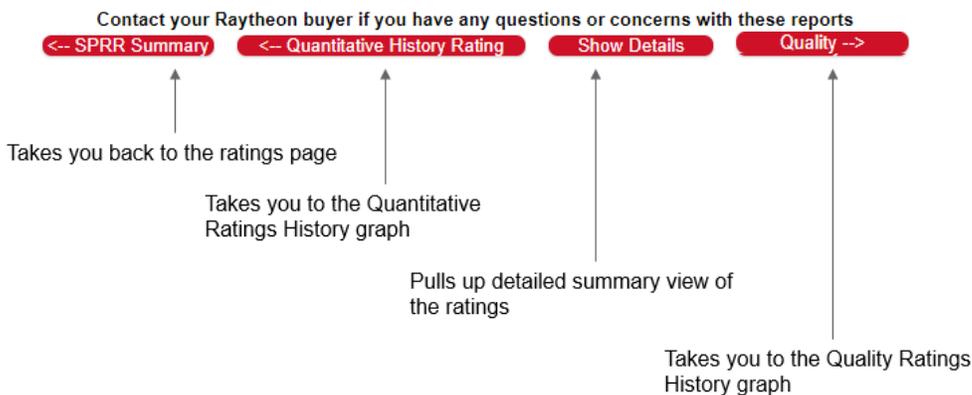<-- SPRR Summary   <-- Quantitative History Rating   Show Details   Quality -->

Takes you back to the ratings page

Takes you to the Quantitative Ratings History graph

Pulls up detailed summary view of the ratings

Takes you to the Quality Ratings History graph

Summary Report

The Supplier Summary Report can be accessed by selecting the Summary Report link on the SPRR or from Show Details link on any of the trend graphs. This page displays a summary of the data used to calculate the ratings. Click the "<< Back" button to go back to the previous screen.

SPRR Summary

Legend	Performing	GREEN	Progressing	YELLOW	Underperforming	RED
Quantitative % Range		from 100.0 to 95.0		from 94.9 to 90.0		from 89.9 to 0.0

Minority Code	101 - LARGE BUSINESS	Qualitative: Not Available
Qualitative Rating	NO	

Quantitative Rating 1 Month	89.3%	Underperforming - RED	History Graphs: Not Available Mid-Month
Quantitative Rating 3 Month	93.1%	Progressing - YELLOW	
Quantitative Rating 12 Months	95.7%	Performing - GREEN	
Quantitative RSPIM	1.04	Performing - GREEN	

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

Quality Rating 1 Month	99.9%	Performing - GREEN
Quality Rating 3 Month	99.3%	Performing - GREEN
Quality Rating 12 Months	99.2%	Performing - GREEN
# of Source Inspection Failures	0	
# of Incoming Failures	4,039	
# of Floor Failures	168	
Total Weighted Failures	3937.5	
Quality Parts Received	7,935,460	
PPM 12 Months	496	

Quality Lots Accepted	1,926
Quality Lots Received	1,964
LAR 12 Months	98.1%

Total SCAR Count 12 Months	0
SCAR Impact 12 Months	0.0
# of Level 1 SCARs	0
# of Level 2 SCARs	0
# of Level 3 SCARs	0

Delivery Rating 1 Month	73.3%	Underperforming - RED
Total Lots Received On-time 1 Mon	187	
Lots Due 1 Mon	202	
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Lots Due 3 Mon	593	
Lots Past Due 3 Mon	53	
Delivery Rating 12 Month	90.6%	Progressing - YELLOW
Total Lots Received On-time 12 Mon	2,134	
Lots Due 12 Mon	2,301	
Lots Past Due 12 Mon	53	

The PO Detail, Receipt Detail, Failure Detail, and SCAR Detail links will display 12 months' worth of detail for further analysis.

Monthly detail can also be displayed by clicking on the data elements under "PPM" for Failures, "Delivery Lots Received" for Receipts, and "Dollars Committed" for Purchase Orders.

If you wish to download this report to Excel, select the `Excel Version` button.

A printer friendly copy of the report can be accessed by selecting the Printer Version button.

To return to the SPRR Summary, select the SPRR Summary button.

PO Details Report

PO details can be viewed by selecting the <u>PO Details</u> link from the Summary report or the SPRR.

<u>NOTE</u> – The examples are for training, the data has been altered and does not relate to other data in this document.

SPRR Summary

Legend	Performing	GREEN	Progressing	YELLOW	Underperforming	RED
Quantitative % Range		from 100.0 to 95.0		from 94.9 to 90.0		from 89.9 to 0.0

Minority Code	101 - LARGE BUSINESS	Qualitative:
Qualitative Rating	NO	Not Available

Quantitative Rating 1 Month	89.3%	Underperforming - RED	History Graphs:
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Quality Rating 12 Months	99.2%	Performing - GREEN	Failure Detail Report
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# of Level 1 SCARs	0
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Lots Past Due 3 Mon	53	
Delivery Rating 12 Month	90.6%	Progressing - YELLOW
Total Lots Received On-time 12 Mon	2,134	
Lots Due 12 Mon	2,301	
Lots Past Due 12 Mon	53	

Receipt Details Report

Receipt details can be viewed by selecting the <u>Receipt Details</u> link from the Summary report or the SPRR.

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

If you wish to download this report to Excel, select the **Excel Version** button.

A printer friendly copy of the report can be accessed by selecting the **Printer Version** button.

To return to the SPRR Summary, select the **SPRR Summary** button.

Failure Details Report

Failure details can be viewed by selecting the <u>Failure Details</u> link from the Summary report or the SPRR.

Reports:
<u>Summary Report</u>
<u>PO Detail Report</u>
<u>Receipt Detail Report</u>
<u>Failure Detail Report</u>
<u>SCAR Detail Report</u>

Failures Detail

(Back) (SPRR Summary) (Printer Version) (Excel Version)

Color Legend	Performing	GREEN	Progressing	YELLOW	Underperforming	RED

Totals as of	Quanti-tative Rating	Quality Rating	Delivery Rating	# of Source Inspection Failures	# of Incoming Inspection Failures	# of Floor Failures	Total Weighted Failures	% of Parts Rejected	PPM	Quality Lots Accepted	Quality Lots Received	LAR	Qualitative Rating
01/15/2022	95.7%	99.2%	90.6%	0	4,039	168	3937.5	0	496	1,926	1,964	98.1%	NO

Protest	Protest ID	Buyer Name	Contract Number	Program Name	Failure Date	Failure Location	Quantity Failed	Disposition Status	NC ID	PO Number	Line Item	Receipt ID	Prod	Dir	Rec	Respons-ibility	Ratings Inclusion	Bus	Src Sys	Site	Defect
Part Number: ●●●●●0.MR		Part Description: FUSE, 10 AMP				Commodity Code:	02405														
		UNKNOWN	MULTIPLE	UNKNOWN	04/14/2021	FLF	1000	Scrap, Low Cost	000_	^862		00000		Y	N	N	R	E/L	RIS	PRISM	MCKINNEY	SH07 : Part Damage :
Part Number: 080●●●●●●●●		Part Description: RESISTOR, 10 K OHM, 1.0 W, 10%				Commodity Code:	04002														

If you wish to download this report to Excel, select the (Excel Version) button.

A printer friendly copy of the report can be accessed by selecting the (Printer Version) button.

To return to the SPRR Summary, select the (SPRR Summary) button.

Supplier Corrective Action Request (SCAR) Details Report

SCAR details can be viewed by selecting the <u>SCAR Details</u> link from the Summary report or the SPRR.

SCAR Detail

Color Legend	Performing	GREEN	Progressing	YELLOW	Underperforming	RED

Totals as of	Quanti-tative Rating	Quality Rating	Delivery Rating	Failed Parts Source Insp.	Failed Parts Incoming	Failed Parts Floor	Total Parts Failed	% of Parts Rejected	PPM	Lots Accepted	Lots Received	LAR	Total SCAR Count 12 Months	SCAR Impact 12 Months	Qualitative Rating
01/15/2022	85.0%	87.9%	80.7%	115	118	206	511.5	3	34,320	3,120	3,148	99.1%	12	4.0	NO

	Buyer Name	Contract Number	Contract Description	Program Name	Busi-ness	SCAR Number	Creation Date	Due Date	Date Closed	SCAR Status	SCAR Level	SCAR Impact	SCAR Comments	PO Number	Schedule Number	Line Item	Prod	Dir	Rec Ind	Ratings Inclusion	Site
Part Number: 1913200-0001		Part Description: CA, BPS-FCS			Commodity Code:																
	MULTIPLE	MULTIPLE		ITAS	RIS	SCAR	09/29/2021	11/10/2021	01/14/2022	Closed	1	0.0	Missing Rev. number, suffix, and illegible marking on molding for harness assembly 1...				Y	Y	Y	E/L	MCKINNEY
Part Number: 2689297-0001		Part Description: RTV WIRE HARNESS, GYRO			Commodity Code:																
	MULTIPLE	MULTIPLE		UNKNOWN	RIS	SCAR	05/06/2021	06/08/2021	09/28/2021	Closed	1	0.0	IS: The two thumb screws on the J2 connector PN: MP-...00 that attach to the gyro are installed with male-end out	420209			Y	Y	Y	E/L	MCKINNEY

If you wish to download this report to Excel, select the **Excel Version** button.

A printer friendly copy of the report can be accessed by selecting the **Printer Version** button.

To return to the SPRR Summary, select the **SPRR Summary** button.