# MMOG.np USER GUIDE



# **Managing Assessments**

"Supplier perspective"



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## 1. PRE-REQUISITE

To be able to manage assessments in MMOG.np, you must first set up your MMOG Ecosystem according to the instructions given in the user manual "Set-Up MMOG.np - Supplier perspective".

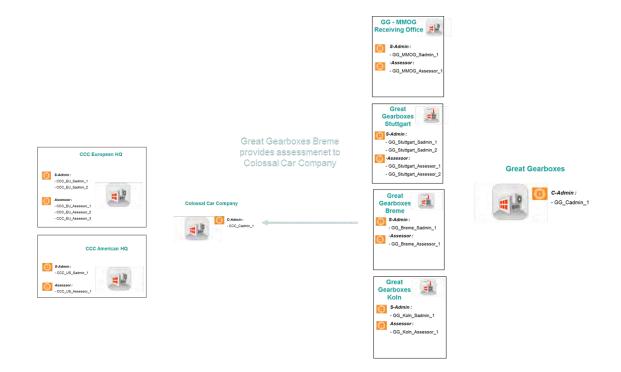
You can download all user manuals at <a href="https://www.odette.org/mmog/resources">https://www.odette.org/mmog/resources</a>



#### 2. NEW ASSESSSMENT

#### 2.1. Use case

In this use case the Company Administrator (C-Admin) from "Great Gearboxes" will create an assessment. The criteria will be answered by a Site Administrator (S-Admin) and an Assessor from "Great Gearboxes - Breme". It will then be completed by the S-Admin and sent to the Colossal Car Company.





#### 2.2. Create assessment header

### Important:

- To create a new assessment, you must be logged-in as C-Admin or S-Admin (see Set-Up)
- You should select View "I am supplier" (supplier perspective) as the default view
- The site being assessed must be already created in the application (see Set-Up)
- The customer for whom the assessment is intended must be already created in the application (see Set-Up)
- The appropriate MMOG/LE Catalogue and Profile (if required) must be already imported to the application (see Set-Up)

Select "I am supplier" (supplier perspective) as the default View



To create a new assessment, select "All assessments" in the Assessments section of the Edit menu.



Home » Assessments

# Assessments for customers



Click on "New assessment

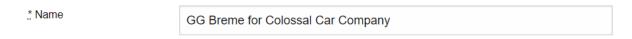


Enter the header data for the assessment.



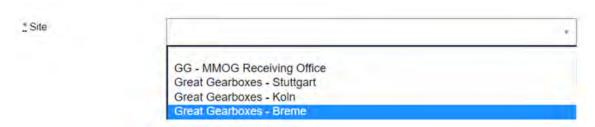


Name: Give a name to your new Assessment (Note: Each assessment must have a unique name)



Site: From the dropdown box, select the site which is to be assessed

- If you are logged-in as C-Admin, you can select any of your company sites that are set up in the application.



- If you are logged-in as S-Admin, the site for which you are logged-in is automatically selected.



Customer: Select the customer for whom the assessment is intended



#### **Supplier numbers:**

#### Important:

- If this site is creating an assessment for this customer for the first time, you must enter the "Supplier number(s)" assigned to this site by the customer concerned.
- When you save the Assessment Header, the number for the "Manufacturing site" will be added to the site record in the database (associated with the customer concerned).
- If this site has previously created an assessment for this customer, the "Manufacturing site number" will be automatically selected from the Site record in the database but, if necessary, you can change the Manufacturing site number in the Site record.
- By default, the "Shipping site" displayed in the assessment header is the same as the "Manufacturing site", but you are able to change it in the header, if necessary.
- As the "Shipping site" is held at Assessment level, rather than Site level, you can create assessments for different "Shipping sites" with the same "Manufacturing site", if you need to.



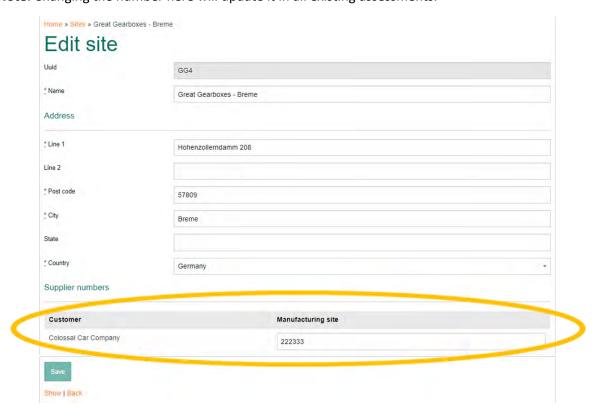


Note: After you have completed and validated the header of your assessment, the Manufacturing site number will be added to the site record in the database (see below).



Here you can edit the Manufacturing site number for this Customer for this Site.

Note: Changing the number here will update it in all existing assessments.





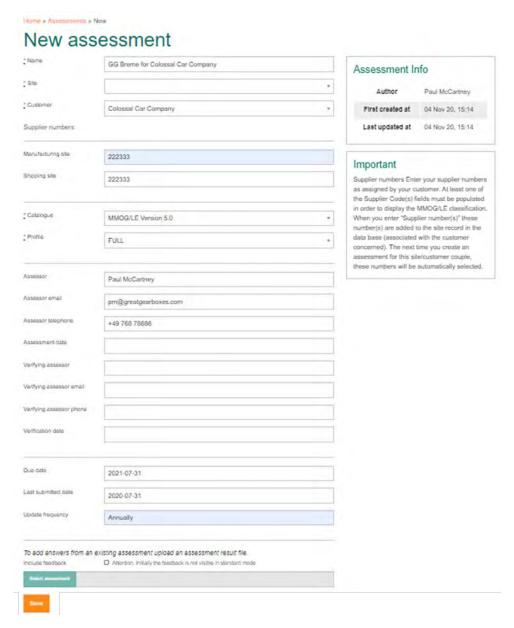
Catalogue: Select the catalogue (MMOG/LE Version) requested by your customer.



**Profile**: Select the profile (Full or Basic) requested by your customer.



Validate the header of your assessment



Click on Save



The Assessment has been created.

Home » Assessments

# **Assessments**



You can delete or edit an assessment header if you are logged in as C-Admin or S-Admin.



#### 2.3. Enter assessment answers from scratch

### Important:

- An assessment must be started before answers can be entered
- Answers to criteria can be entered or updated by a C-Admin, S-Admin or Assessor
- Don't forget to "save" on a regular basis



#### To open an assessment, click on its Name

Home » Assessments » GG Breme for Colosssal Company (Standard)

# GG Breme for Colosssal Company

#### 1 STRATEGY AND IMPROVEMENT

#### 1.1 Vision and Strategy

# 1.1.1 Requirement

The organization has a documented Supply Chain Management (SCM) vision and strategy.

Why is this important? A vision Requirement is not about what the company currently is, but what the company aspires to become. The organization's SCM vision and strategy should be a fundamental part of the overall business vision and strategy including a culture of continual improvement. As an example, the company may already meet the required standard in customer support, but has a vision to move customer support to a higher level within a given time period as a continual improvement process step. For the SCM process to be efficient and effective, the SCM vision, including MMOG/LE, should be acknowledged as an important part of the operation and resources allocated accordingly.

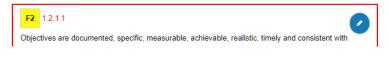


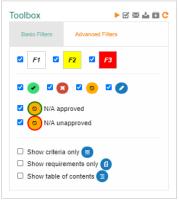
#### 1.2 Objectives

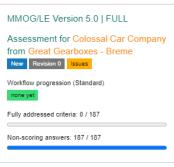
#### 1.2.1 Requirement

There is a process in place to define SCM objectives. Objectives should be measurable, communicated, reviewed and understood within the organization.

Why is this important? SCM objectives should define the deliverables necessary to achieve the strategy in terms that can be quantified and measured and can provide a focus for departments and employees to prioritize improvement activities. Key objectives could include customer satisfaction, waste elimination, and internal and external supply chain performance.





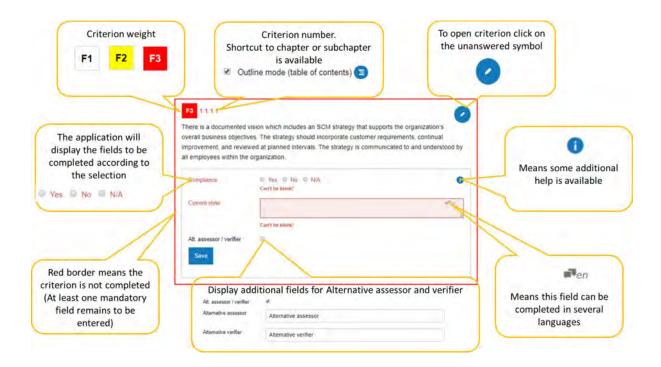




An assessment **must be started** before answers to the criteria can be entered. To start an assessment, click on the Start icon.

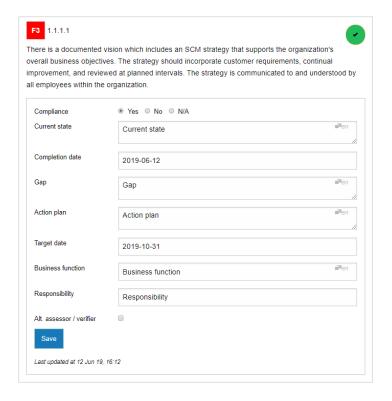


#### Criterion overview

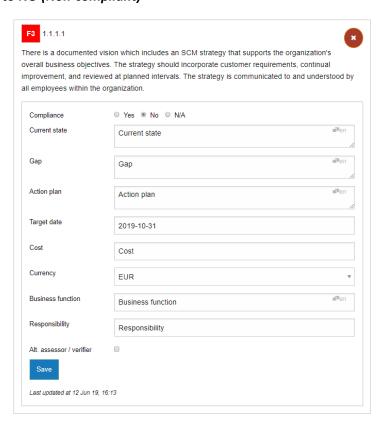




# Criterion updated to YES (Compliant)

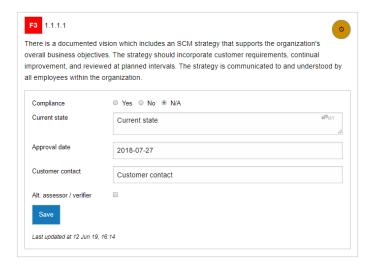


# Criterion updated to NO (Non-compliant)

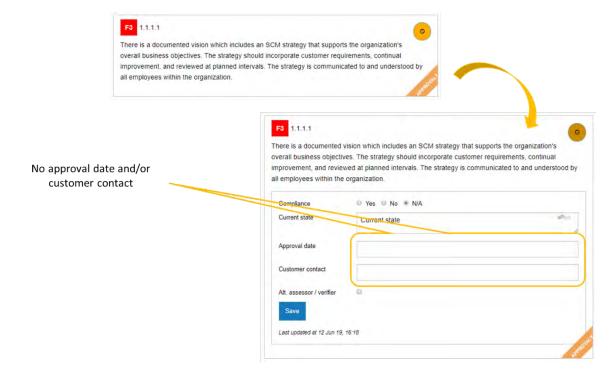




## Criterion updated to N/A (Not Applicable)



N/A criteria without "Approval date" or "Customer contact" are displayed with a specific ribbon.





In the Assessment menu you can access the history of your assessment.



## The history folder has been updated

Home » Assessments » GG Breme for Colossal Car Company » History

Date	Author	Role	What	Change
07/02/18 14:25	Pete Best	S-Admin	Criterion	Edited
07/02/18 14:24	Paul Simonon	Assessor	Criterion	Edited
07/02/18 14:12	Paul McCartney	C-Admin	Criterion	Edited
07/02/18 12:40	Paul McCartney	C-Admin	Status	In progress
07/02/18 11:53	Paul McCartney	C-Admin	Status	New

You are able to see what has been done, by whom and when:

- Status / New Assessment created
- Status / In progress Assessment started
- Criterion / Edited Criterion answered / updated



#### 2.4. Finish assessment

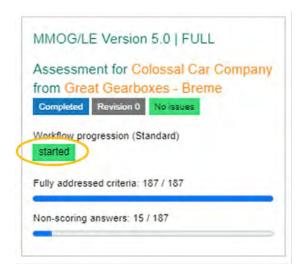
# Important:

- An assessment can only be sent to a customer for review when it is marked as finished.

When you have answered all the required criteria you need to "Finish" your assessment



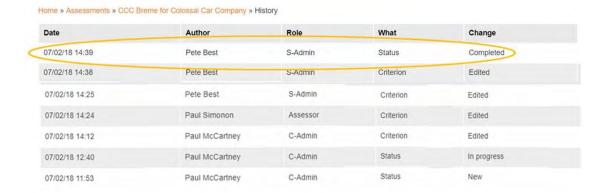
The status and the workflow progression change.







## The assessment History folder has been updated



- Status/Completed = Assessment Finished
- 2.5. Import answers from a previous assessment into a new assessment

#### Important:

- To import answers from a previous assessment into a new assessment, you must be loggedin as C-Admin or S-Admin
- You need to convert the results of the previous assessment into an XML file
- The profile of the previous assessment can be different from the profile of the assessment you are creating.
- You can import answers from a previous assessment even if the versions are different (e.g.
   V4.1 to V5.0), updates will be made only for common criteria.
- To import answers from a previous Excel Workbook MMOG LE V4.1 assessment, you can create an XML file using the Odette Converter Tool. See Converter Tool guide.

# Download result of a previous assessment as an XML file

Select the previous assessment in MMOG.np.

Home » Assessments

# Assessments



Open it by clicking on the title



Home » Assessments » GG Breme for Tremendous Trucks 2016 (Standard)

# GG Breme for Tremendous Trucks 2016

#### 1 STRATEGY AND IMPROVEMENT

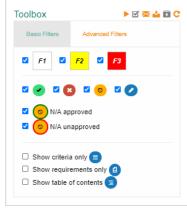
#### 1.1 Vision and Strategy

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The organization has a documented Supply Chain Management (SCM) vision and strategy.

Why is this important? A vision Requirement is not about what the company currently is, but what the company aspires to become. The organization's SCM vision and strategy should be a fundamental part of the overall business vision and strategy including a culture of continual improvement. As an example, the company may already meet the required standard in customer support, but has a vision to move customer support to a higher level within a given time period as a continual improvement process step. For the SCM process to be efficient and effective, the SCM vision, including MMOG/LE, should be acknowledged as an important part of the operation and resources allocated accordingly.







#### 1.2 Objectives

#### 1.2.1 Requirement

There is a process in place to define SCM objectives. Objectives should be measurable, communicated, and understood within the organization.

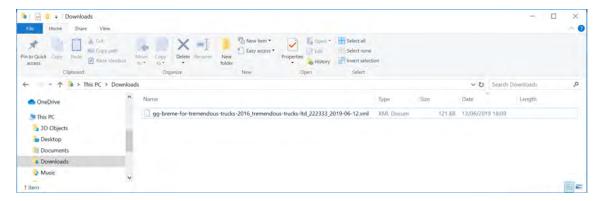
Why is this important? SCM objectives should define the deliverables necessary to achieve the strategy

# Download XML file for this assessment





Now save it with a different name on your computer.



This will allow you to select this assessment to import answers into another assessment.



# To import answers of a previous assessment

After creating the header of the new assessment, click on "Select assessment".





To add answers from an existing assessment upload an assessment result file.

#### Attention: Existing answers to the same criteria will be replaced!

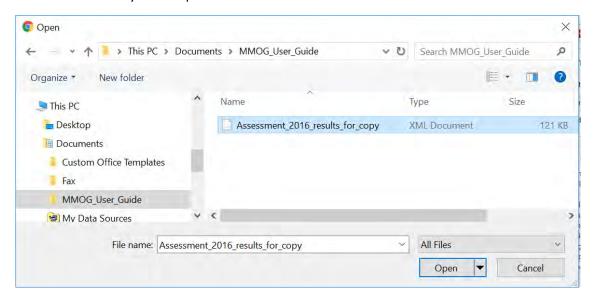
Include feedback

Attention: Initially the feedback is not visible in standard mode

Select assessment

Save

Select the XML file on your computer.



To add answers from an existing assessment upload an assessment result file.

# Attention: Existing answers to the same criteria will be replaced!

Include feedback

Attention: Initially the feedback is not visible in standard mode

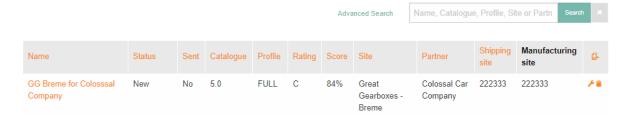
Select assessment assessment\_2016\_results\_for\_copy.xml

Save

Click on to import the results from the selected XML file

#### Open your new assessment

Assessments
Assessments





The criteria in the new assessment are now updated with answers from the previous assessment.

Home » Assessments » GG Breme for Colosssal Company (Standard)

# **GG Breme for Colosssal Company**

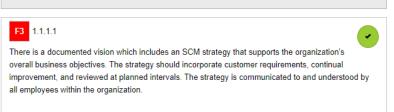
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#### 1.2 Objectives

#### 1.2.1 Requirement

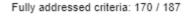
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Why is this important? SCM objectives should define the deliverables necessary to achieve the strategy in terms that can be quantified and measured and can provide a focus for departments and employees to prioritize improvement activities. Key objectives could include customer satisfaction, waste elimination, and internal and external supply chain performance.

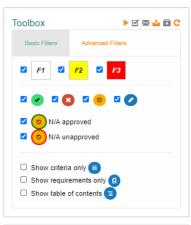


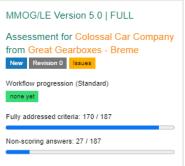
Objectives are documented, specific, measurable, achievable, realistic, timely and consistent with the organization's SCM strategy. Objectives are reviewed by interested parties. The results of the review should be considered when the organization establishes its annual SCM objectives and related

The addressed criteria metric for the selected profile is updated.



Start the assessment and add or update any criteria answers, as necessary.







2.6. Send assessment result to customer (XML file, internal mailbox service or pdf)

There are 3 options to send an assessment result to a customer

Option 1: Download the assessment as an XML file which can then be uploaded to a customer portal or sent to the customer as an attachment to an email.

It is also possible to convert an XML file of a V4 assessment (not V5) to an Excel Workbook format using the Odette Converter Tool. The V4 Excel Workbook can then be delivered to the customer using a previously agreed method. The Odette Converter Tool is available at <a href="https://www.odette.org/mmog/resources">https://www.odette.org/mmog/resources</a>

- Option 2: Use the internal mailbox service
   In this case the assessment result will be sent directly to the customer's MMOG.np mailbox
- Option 3: Send a PDF file
   In some cases, a customer may ask for a pdf copy of the assessment

**Note:** Not all customers have the same requirements. You will need to check:

- which version of MMOG/LE is required:
  - o V4
  - o V5
  - o BASIC or FULL profile
- which type of data exchange is required:
  - o MMOG.np mailbox service
  - o external email
  - o upload to portal
- which file format is required:
  - o XML
  - o Excel (only available with V4)
  - o PDF

#### 2.6.1. Option 1: Downloading assessment results as an XML file for customer review

# Important:

- To download an assessment to send to your customer, you must be logged-in as C-Admin or S-Admin
- Before downloading an assessment to send to your customer, it must be marked as "Finished"

To create XML file, click on







You will see that an XML file has been created



The XML file will usually be found in the "Downloads" folder on your computer.



The XML file can now be sent to your customer.

The workflow progression and status of your assessment have changed



2.6.2.Option 2: Sending an assessment using the internal mailbox service

# Important:

- To send an assessment result using the internal mailbox service to your customer
  - o you must be logged-in as C-Admin or S-Admin
  - The internal MMOG.np mailbox address of the customer must exist in the customer record (see Set Up)
- You can only send an assessment result using the internal mailbox service if the assessment is marked as "Finished"

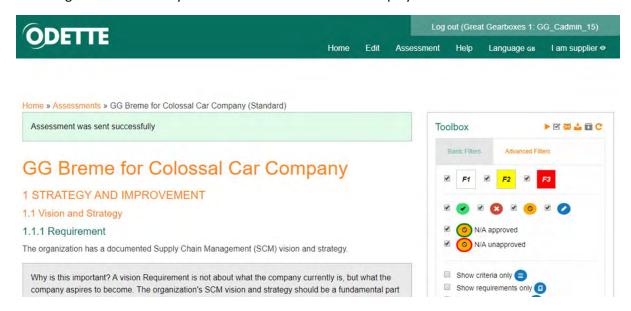


To send assessment result using the internal mailbox service click on





A message to confirm that you have sent the assessment is displayed.

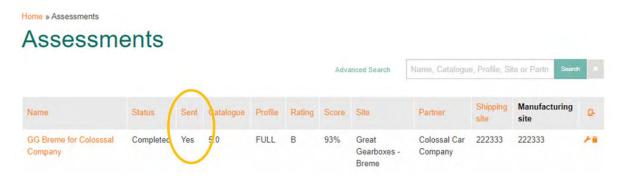


The workflow progression and status of your assessment have changed



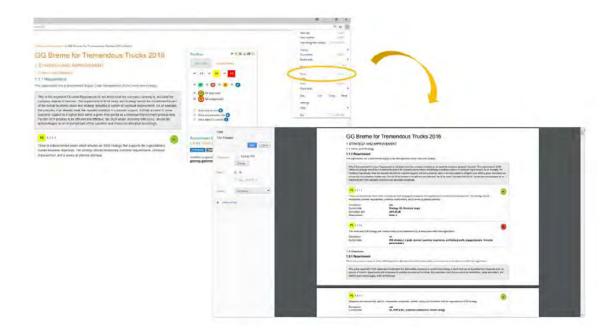


If you click "All assessments" in the Edit menu you can also see that the assessment has been sent.



2.6.3. Option 3: Sending an assessment as a PDF file (see below).

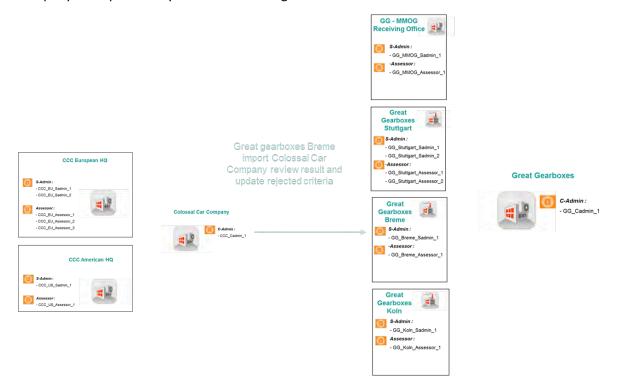
If your customer requires a PDF file, use the Print function of your browser (see below).





# 3. IMPORT CUSTOMER REVIEW RESULT AND UPDATE REJECTED ANSWERS 3.1. Use case

In this use case, Great Gearboxes Breme imports the result of the review made by Colossal Car Company and updates any answers according to the feedback received.



3.2. Import assessment review result from customer

There are 2 options to import assessment feedback from customers

- Option 1: Receive the assessment review as an XML file and upload it.
- Option 2: Receive the assessment review directly in your MMOG.np internal mailbox
  - 3.2.1. Option 1: Importing the assessment review as an XML file

After reviewing an assessment that you have sent, your customer will create an XML file of the result and send it to you by some means (probably email).

# Important:

- To import the result of an assessment review made by your customer you must be logged-in as a C-Admin or a S-Admin



Select "All assessments" in the Edit menu in the Assessment section.



#### Home » Assessments

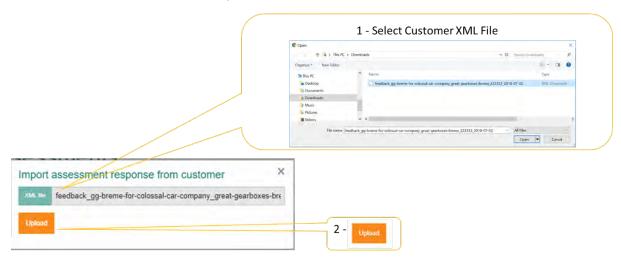
# Assessments for customers



Click on

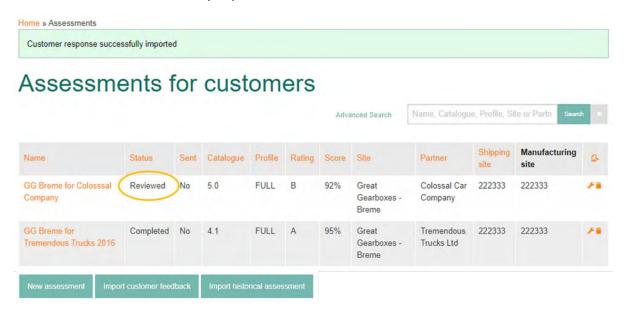


Select the customer XML file to be uploaded.





Assessment has been successfully imported.



3.2.2.Option 2: Using the internal mailbox service

After reviewing an assessment that you have sent using the internal mailbox service, your customer will send back the result, also using the internal mailbox service.

#### Important:

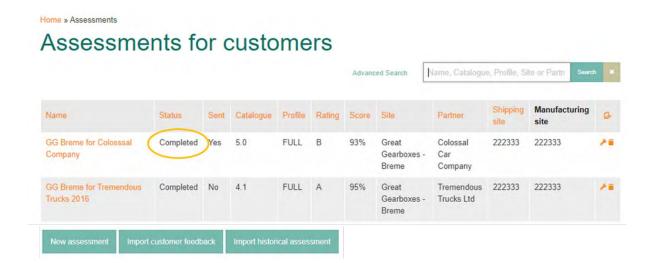
- To import the result of an assessment review made by your customer you must be logged-in as a C-Admin or a S-Admin

Select "All assessments" in the Edit menu in the Assessment section.



You can check the status of the assessment in your system before importing the result of the review.



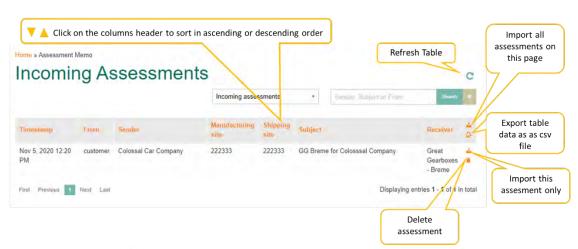


To access the internal mailbox service, select "Mailbox" in the Edit menu in the Assessment section



Here you will find all incoming assessment review results from your customers.

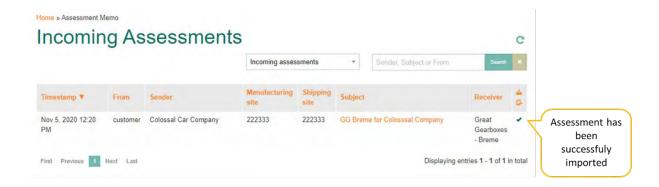
Supplier – Release 2



Import assessment



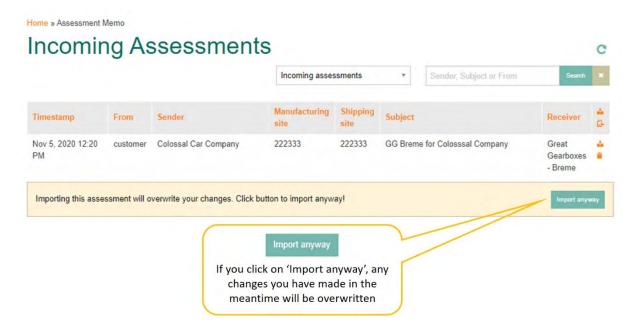




Assessment status has been updated in the assessments list.



**Note:** if you have updated an assessment after sending it to a customer you will get an alert message when importing the feedback file because it is no longer aligned with the current version of the assessment.





3.3. Update assessment according to review results received from customer

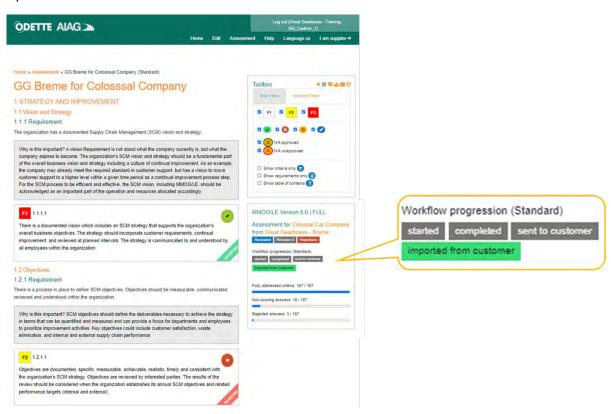
### Important:

- To update an assessment, you can be logged-in as a C-Admin, S-Admin or Assessor
- When updating criteria, don't forget to "save" on a regular basis

The reviewed assessment has been imported and can be opened by clicking on it.



#### Opened assessment

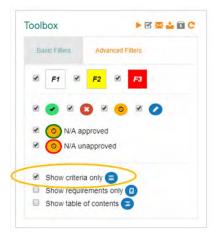




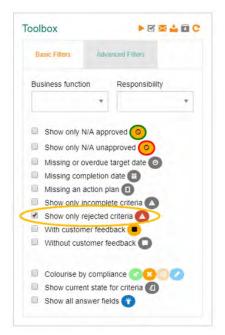
An assessment must be started before it can be updated. To start assessment update, click on the "Start assessment" button.



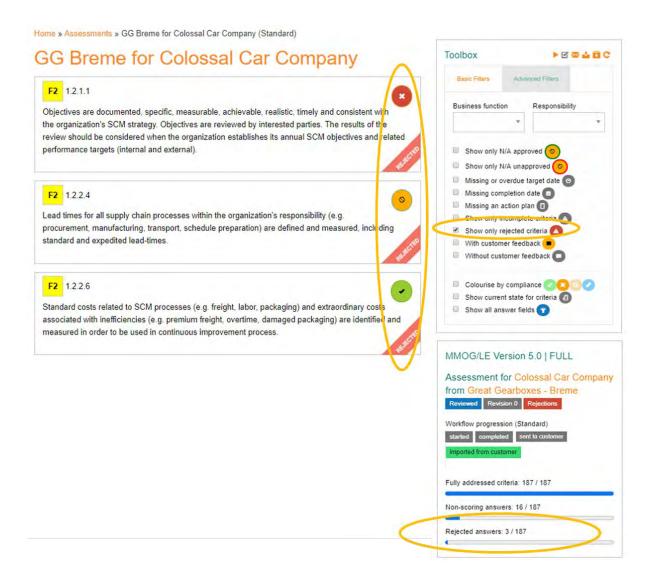
Select "Show criteria only" (Basic Filters)



and "Show only rejected criteria" (Advanced Filters)







Open criterion by clicking on symbol







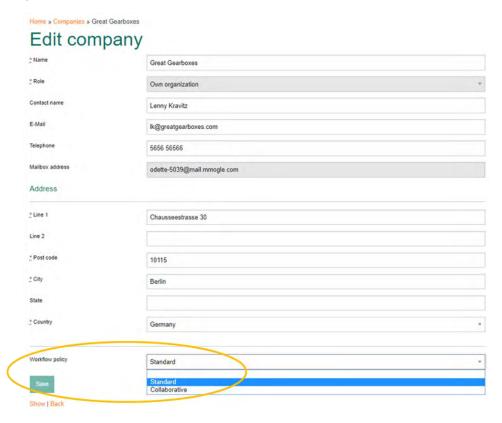
and update your original answer.



#### 3.4. Update criteria according to the workflow policy

There are 2 options for Workflow policy: Standard and Collaborative (see below).

You can select the appropriate workflow policy either globally via your "own company" record or on a customer by customer basis.



By selecting "Standard" or "Collaborative" you will change the behaviour for assessment updates.

**Standard**: Standard mode does not allow the supplier to change the responses given by customers. This is the best practice to manage MMOG/LE self-assessment and by default, the workflow policy is set to "Standard".

Collaborative: Collaborative mode allows the supplier to change the responses given by customers.

This should be used in collaboration with your customer during a common review or audit. If customer responses are changed you will need to send the updated assessment to your customer once again to ensure that both you and the customer have the same version of the assessment.

You can switch the workflow policy at any time.

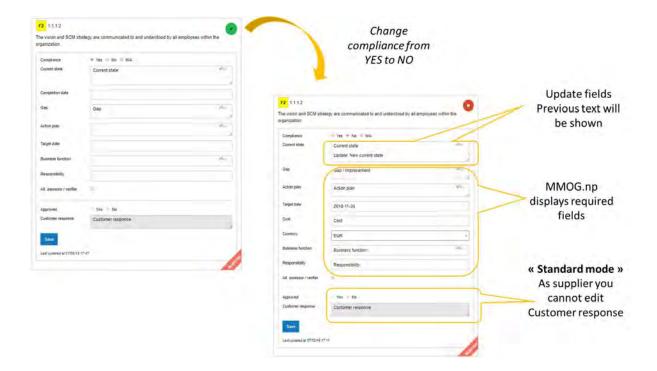
#### 3.4.1.Standard mode

#### Update rejected criteria

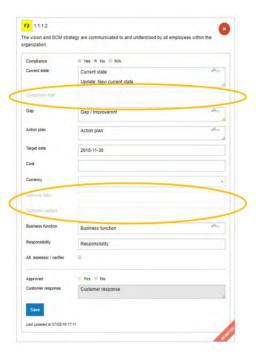
For each rejected criterion, you can change the compliance and update fields.

For example, change compliance from YES to NO and update associated information.





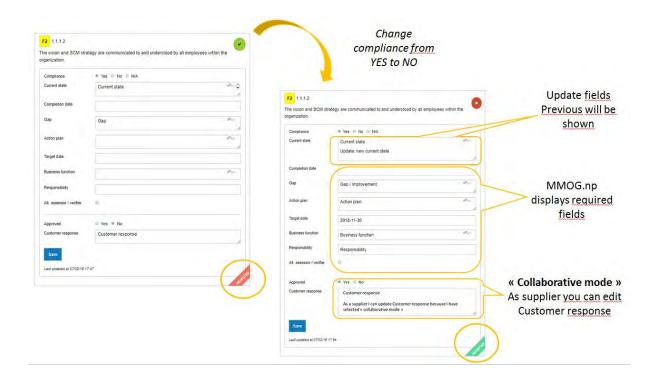
It can be useful to select Show all answer fields (Advanced Filters) to see previous answers.





### 3.4.2. Collaborative mode

By selecting Collaborative mode you can edit the Customer response as well.



- Update compliance for all rejected answers, according to feedback from customer review.
- You must "Finish Assessment" before creating a new XML file which can be sent again to your customer for further review.
- The cycle may be repeated until there are no more rejections.
- Standard mode is the default "workflow policy", Collaborative mode should be selected only for audit or common review between supplier and customer.

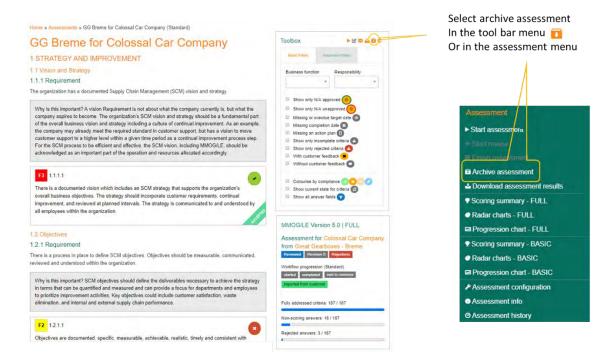


### 4. ARCHIVE ASSESSMENT

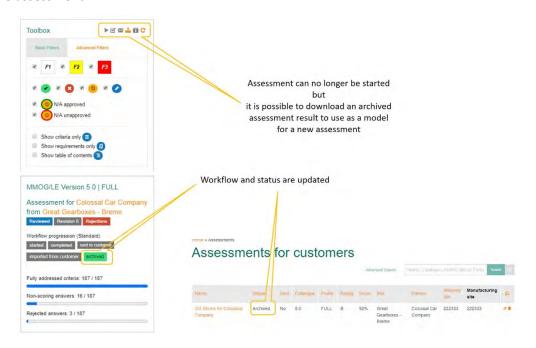
# Important:

- To archive an assessment, you must be logged in as a C-Admin or S-Admin.
- The assessment must have been reviewed by your customer

# Select and open the assessment.



#### Archive assessment.





#### 5. IMPORT HISTORICAL ASSESSMENT FROM PREVIOUS EXCEL WORKBOOK

## Important:

- To import an historical assessment, you must be logged in as a C-Admin or S-Admin.
- To create an XML file based on an Excel Workbook, you must use the Odette Converter Tool (see user guide for Converter Tool)

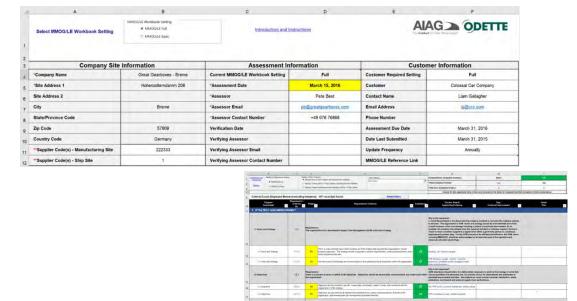
## Pre-requisite:

To import an Excel Workbook V4.1 assessment as an historical assessment you must first convert the Excel Workbook to an XML file. See instructions in "MMOG.np Converter Tool – User guide.

Once you have created the XML file, save it in the appropriate directory.

- ensure that the appropriate catalogue/profile has already been imported to your Ecosystem
- ensure that the customer record has already been created in your Ecosystem
- ensure that your supplier number for this customer has been entered in the Site record

In this use case, Great Gearboxes Breme imports the result of a review made by Colossal Car Company.



To link the customer to your site, select "Sites" in the Edit menu

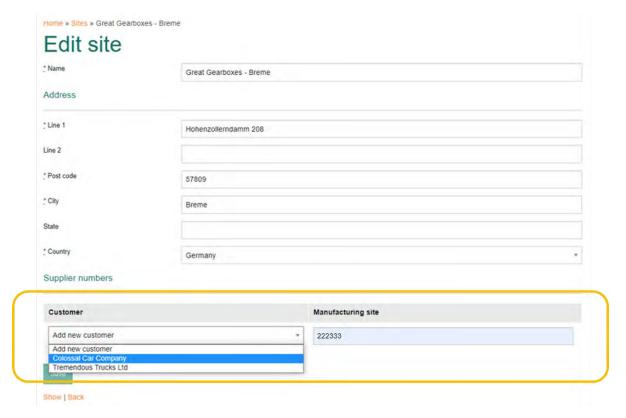




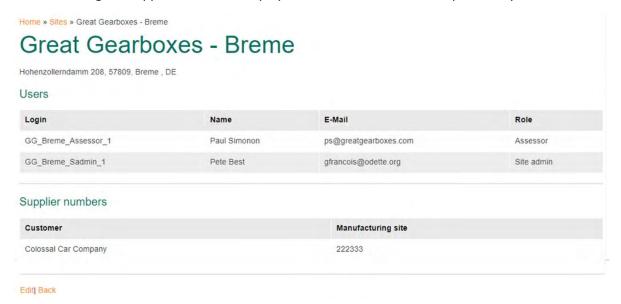
# Edit the appropriate site



Add new customer for this site, enter the "manufacturing site" supplier number and save.



Manufacturing site supplier number is displayed for the site/customer couple when you select the site

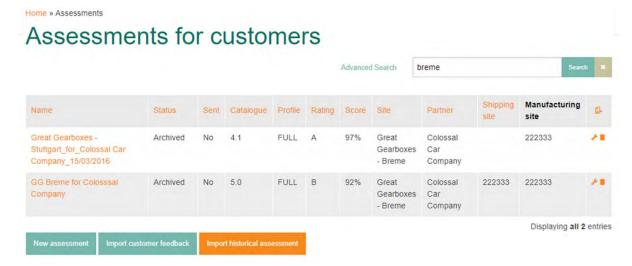




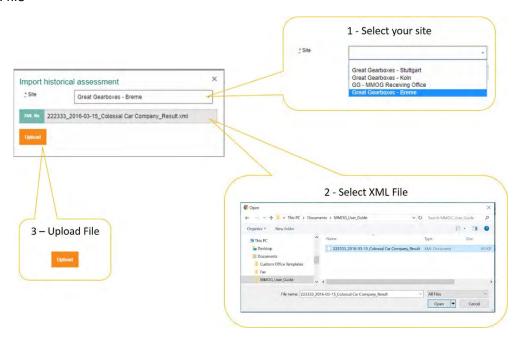
To import an historical assessment, select "All assessments" in the Edit menu.



Click on "Import historical assessment"

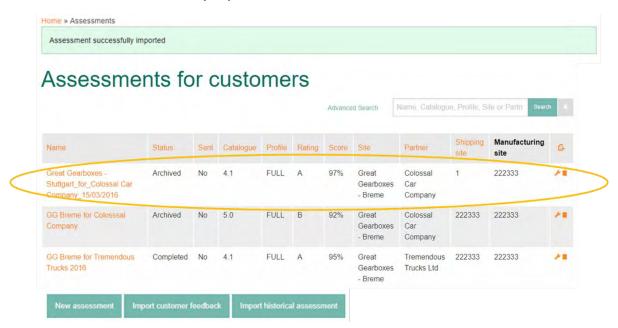


# Upload file



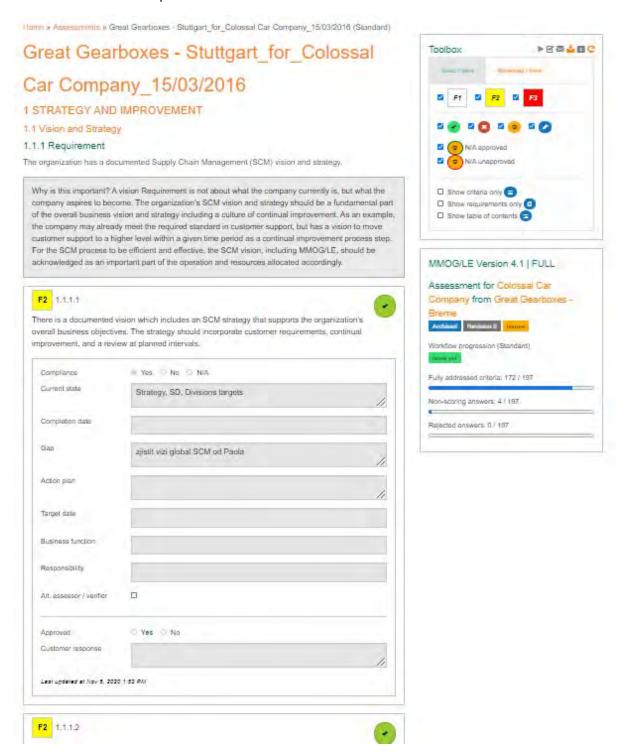


Assessment has been successfully imported. Assessment status is "Archived".



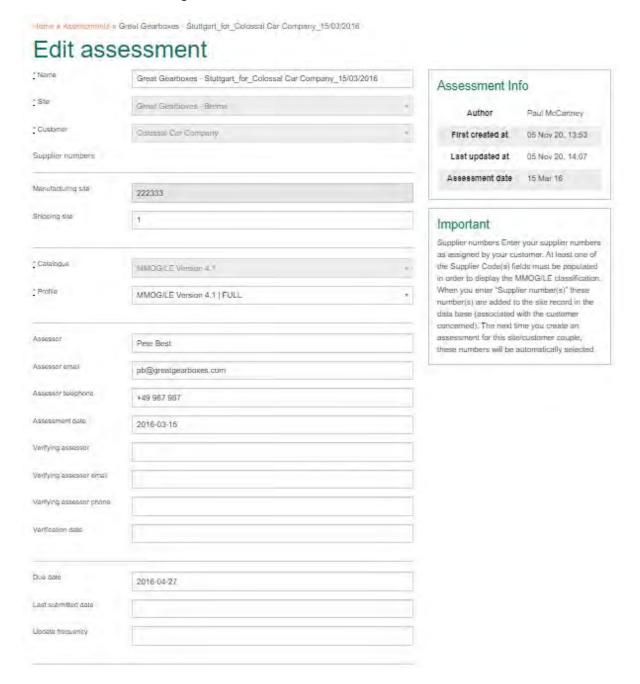


Click on assessment to open it.





Click on "Assessment configuration" in the assessment menu to see the header of the assessment.



Criteria and assessment header are aligned to the data of the MMOG LE V4.1 Excel workbook.



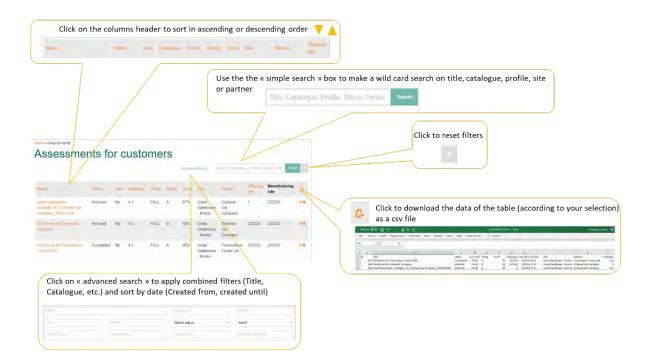
## 6. ASSESSMENT FUNCTIONALITIES - OVERVIEW

# 6.1. Assessment list

To access the assessments list, click on "All Assessments" in the Edit menu.

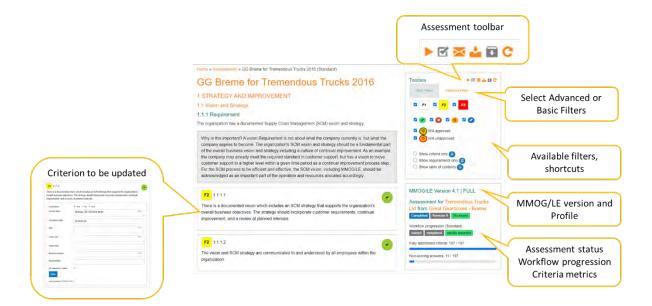


You can use several sort and search options to display and select assessments.





# 6.2. Opened assessment



# 6.3. Criteria symbols

- Unanswered criteria
- Compliant criteria
- Non-Compliant criteria
- Not Applicable criteria



#### 6.4. Assessment toolbar



To control the assessment workflow and to reset filters, use the toolbar.

- Start assessment
- Finish assessment
- Send assessment results using internal mailbox service
- Export (download) assessment results
- Archive assessment
- Reset filters

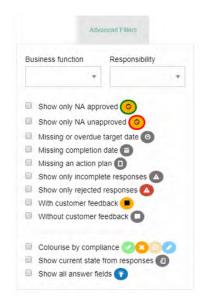
### Please note:

- An assessment must be **started** before it can be updated.
- All criteria must be completed before the assessment can be finished.
- You can download assessment results at any time but a customer review can only be started after the assessment is marked as **finished**.

### 6.5. Available filters & shortcuts

### Basic and advanced filters





Some Basic and advanced filters can be combined.

Click on C in the assessment toolbar to reset all filters.

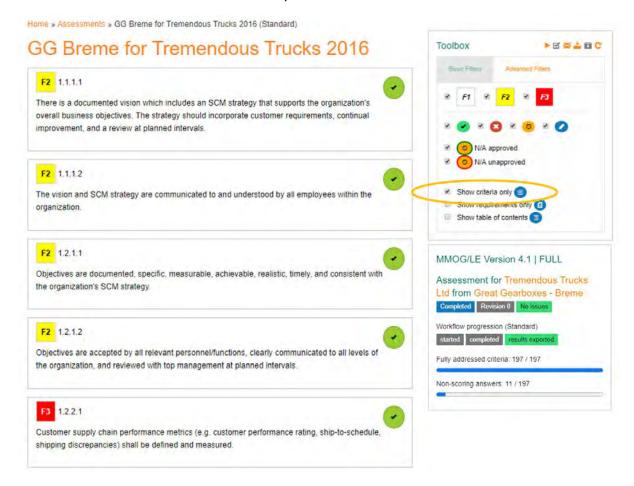


# 6.5.1. Basic filters - Weight and compliance



By ticking or unticking boxes, you can display criteria according to weight and compliance. By default, all boxes are ticked and all criteria are displayed.

## 6.5.2. Basic filters - Show criteria only

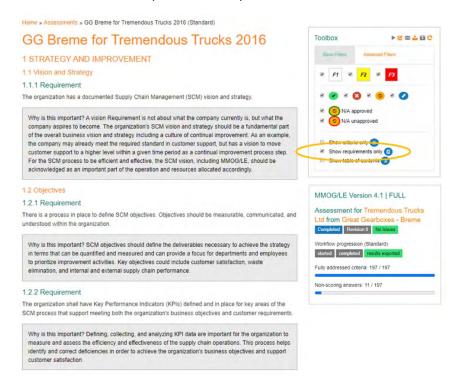


This view focuses on criteria. In this view, chapters, sub chapters, requirements and "why this is important" explanations are hidden.

"Show criteria only" filter can be combined with Basic and Advanced filters.

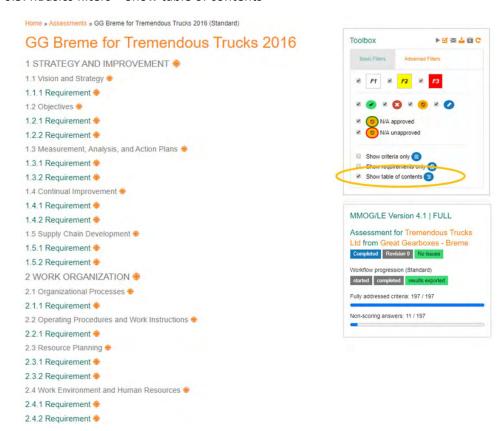


## 6.5.3. Basics filters - Show requirements only



This view focuses on chapters, sub chapters, requirements and "why this is important" explanations. In this view the criteria are hidden.

## 6.5.4. Basics filters - Show table of contents

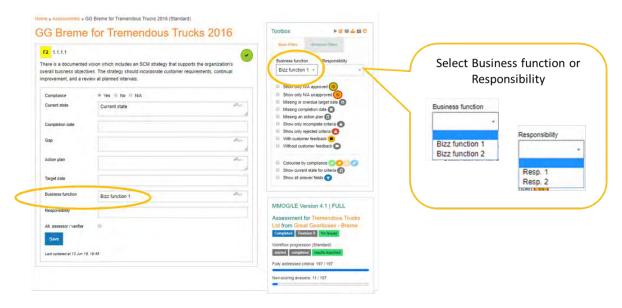


This view provides shortcuts for a quick access to chapters, sub chapters and requirements.



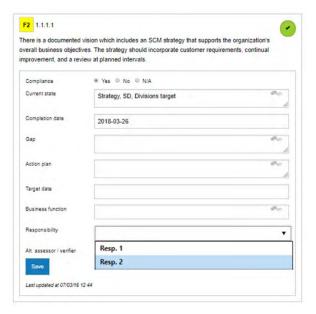
# 6.5.5. Advanced filters – Business function and responsibility

You can sort criteria by "business function" or "responsibility" if those fields are filled in.



# Please note:

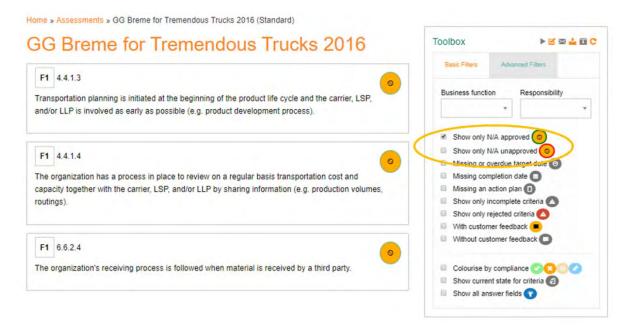
- Once you have entered data in the business function or responsibility fields for one criterion, this data will be stored and proposed as a suggestion for updating other criteria.





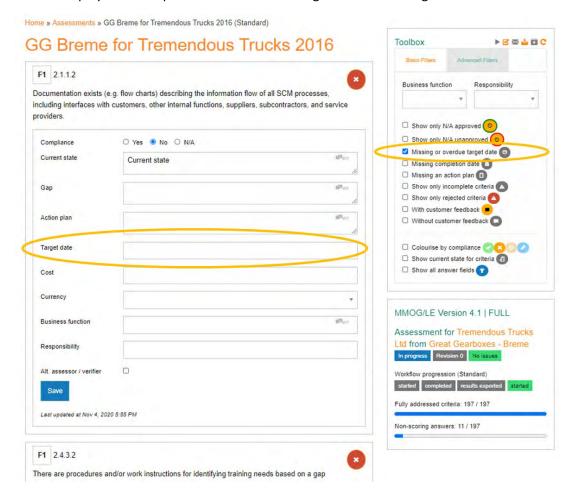
## 6.5.6. Advanced filters – Show only N/A approved or unapproved

These views display N/A approved or N/A unapproved criteria.



# 6.5.7. Advanced filters - Missing or overdue target date

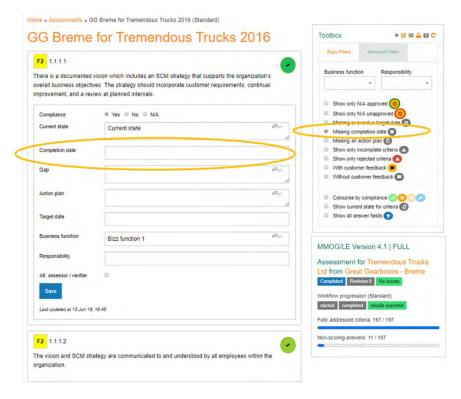
These views display Non-Compliant criteria where "Target date" is missing or overdue date.





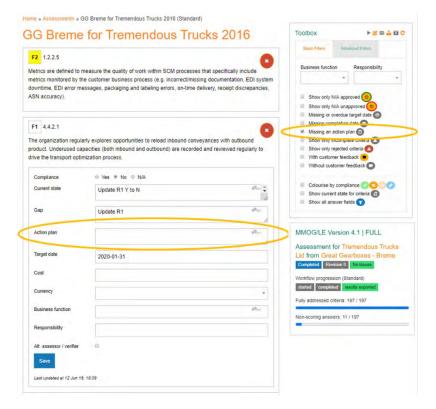
## 6.5.8. Advanced filters - Missing completion date

These views display Compliant criteria where "Completion date" is missing.



# 6.5.9. Advanced filters - Missing action plan

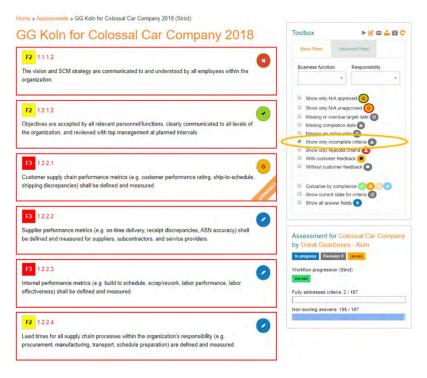
These views display Non-Compliant criteria where "Action plan" is missing.





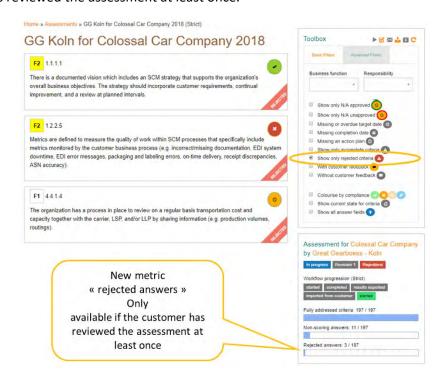
## 6.5.10. Advanced filters – Show only incomplete criteria

This view displays incomplete criteria only (i.e. some mandatory fields are not yet completed).



## 6.5.11. Advanced filters – Show only rejected criteria

This view displays criteria rejected (not approved) by the customer and is only available if the customer has reviewed the assessment at least once.

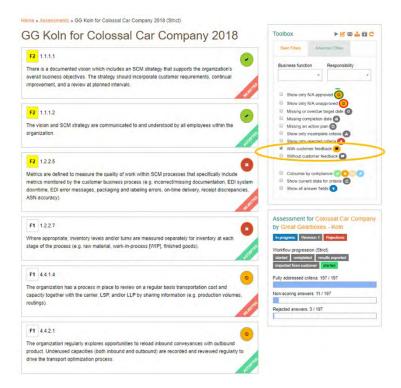


The view will display the number of criteria rejected by customer.



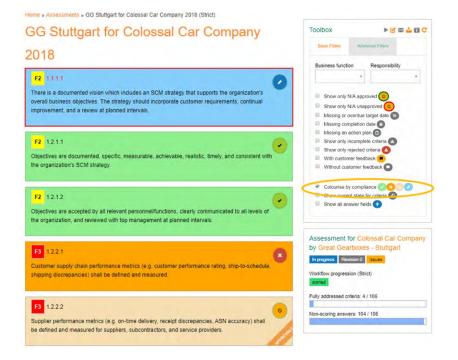
### 6.5.12. Advanced filters – With/Without customer feedback

This views display criteria with or without feedback given by the customer and is only available if the customer has reviewed the assessment at least once.



# 6.5.13. Advanced filters - Colourise by compliance

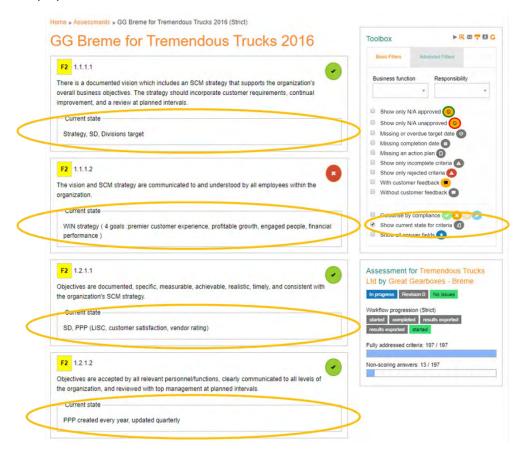
This view highlights criteria according to their compliance





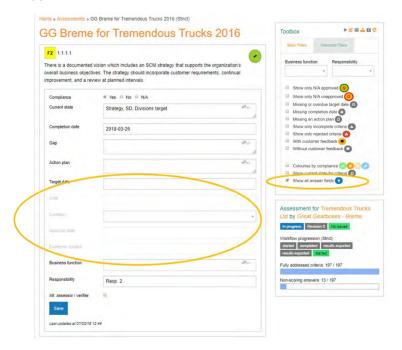
#### 6.5.14. Advanced filters – Show current state for criteria

This view displays "current state" field for each criterion.



6.5.15. Advanced filters - Show all answer fields

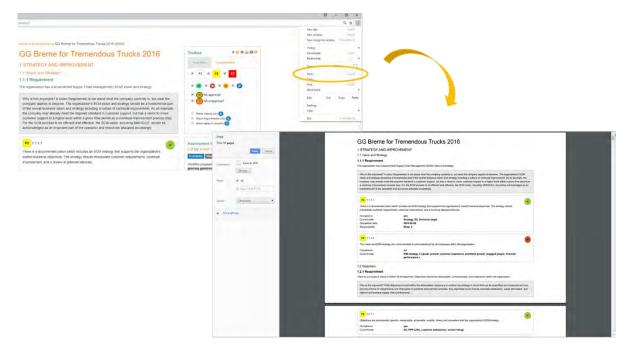
This view displays the answer fields for a selected criterion, including inaccessible fields (Compliant, Non-Compliant, Not Applicable)



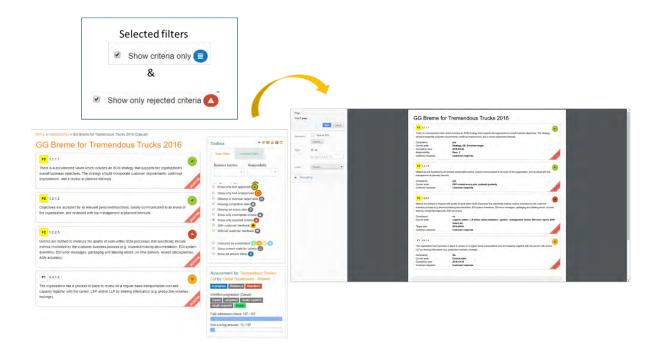


## 6.6. Print or save assessment as a PDF file

To print or to save an assessment as a PDF file, use the Printing functionality of your browser.



You will print the assessment according to selected filters and all entered fields will be printed.





#### 6.7. Assessment statuses

- New New assessment, not yet started
- In progress Assessment started
- Completed Assessment finished
- Archived Assessment is archived

### Revision 0, Revision 1, Revision 3, etc.

- Revision 0 Customer has not yet reviewed the assessment
- Revision 1 Customer has reviewed the assessment once
- Revision 2 Customer has reviewed the assessment twice
- etc.

# Issues, Rejections, No issues:

- Issues One criterion or more are not correctly completed.
  - Use Show only incomplete criteria filter to select them
- Rejections: result of the customer review, some of your answers have not been approved.
  - Use Show only rejected criteria to select them
- No issues All criteria have been correctly completed.

## 6.8. Workflow progression

None Yet – Assessment is not started yet

Started - Assessment is started

Completed - Assessment is finished

Results exported – XML file has been downloaded for customer review

Sent to customer – Assessment has been sent to customer using internal mail box service

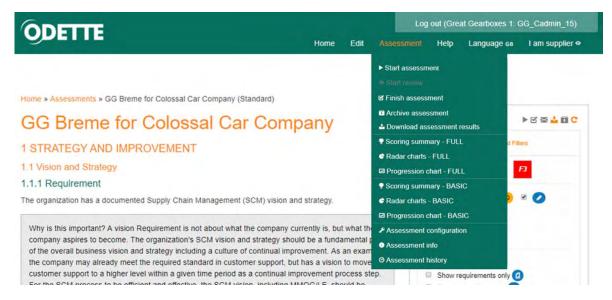
Imported from customer – Customer response (XML file) has been imported

Archived

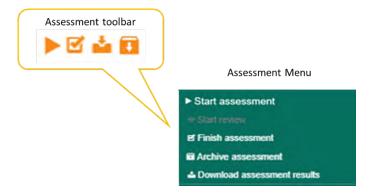


#### 6.9. Assessment menu

When an assessment is open, you can access various Assessment functionalities in the Menu

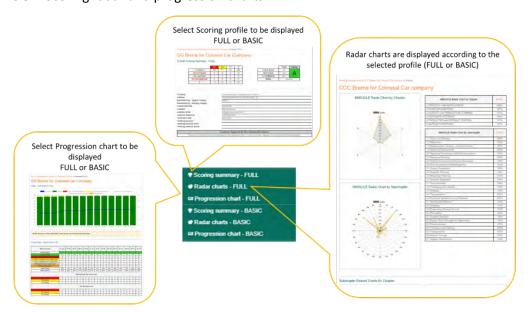


You will find here another access to the functionalities of the assessment toolbar:



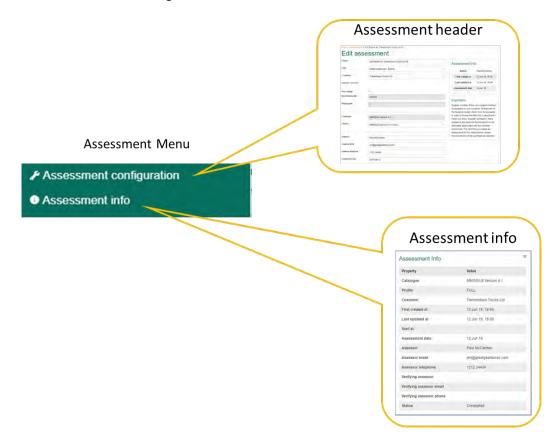
And you will find access to other functionalities.

## 6.9.1. Scoring radar and progression charts





# 6.9.2. Assessment configuration and assessment info



# 6.9.3. Assessment history



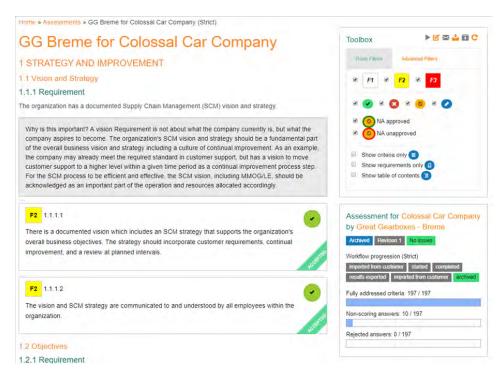
Date	Author	Role	What	Change
07/02/18 18:19	Paul McCartney	C-Admin	Status	Archived
07/02/18 18:10	Paul McCartney	C-Admin	Status	Reviewed
07/02/18 18:06	Paul McCartney	C-Admin	Status	Completed
07/02/18 18:06	Paul McCartney	C-Admin	Criterion	Edited
07/02/18 17:04	Paul McCartney	C-Admin	Status	In progress
07/02/18 16:27	Paul McCartney	C-Admin	Status	Reviewed
07/02/18 16:04	Paul McCartney	C-Admin	Status	Completed
07/02/18 16:03	Paul Simonon	Assessor	Criterion	Edited
07/02/18 16:02	Pete Best	S-Admin	Criterion	Edited
07/02/18 16:01	Paul McCartney	C-Admin	Status	In progress
07/02/18 15:54	Paul McCartney	C-Admin	Criterion	Edited
07/02/18 15:54	Paul McCartney	C-Admin	Status	New



### 6.9.4. Back to assessment

According to the context (scoring or radar charts display), you will be able to return to the assessment.







# 6.10. Languages

## Important:

- Multiple language fields are only available in the supplier perspective
- Assessment fields are exported to the XML file destined for the customer in the selected language only
- Different language versions of the catalogue must be previously imported

To manage languages in the application 3 different aspects must be taken into account:

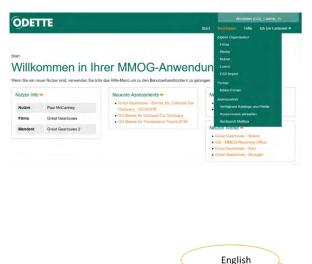
- Front end
- Catalogue
- Criteria text fields

### 6.10.1. Front end

The front end language which applies to:

- Menu
- Screen label
- Status, workflow
- etc.

is the browser-selected language (which is configured in the browser settings).



The front end language is the browser language



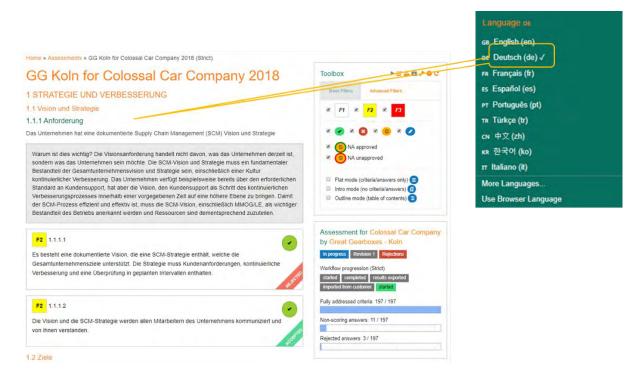


# 6.10.2. Catalogue

The user (C-Admin, S-Admin or Assessor) can choose the language of the catalogue using the menu item "Language"



This allows a quick and easy change of the language in which the catalogue is displayed.





### 6.10.3. Criteria text fields

The front end language settings and the data language settings are completely independent. So it is possible to answer criteria in language A while the front end (menu, screen labels help, text etc.) are shown in language B.

Selecting a language from the menu controls the catalogue language and displays available text fields in the assessment in the chosen language as well.

- Current state & support evidence
- Business function
- Gap / Improvements
- Action Plan
- Business function

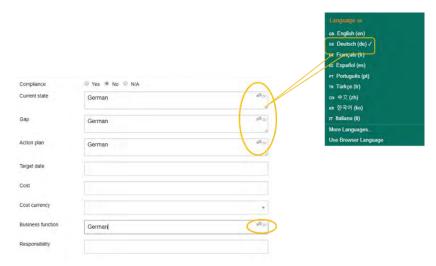
## Supplier perspective

These fields are updated according to the chosen language. Answers are stored for each language.

English language selected



- German language selected





The system shows the available translations in the following order of availability

Selected language if available; otherwise

- EN if available; otherwise
- DE if available; otherwise
- FR if available; otherwise
- ES if available; otherwise
- PT if available; otherwise
- TR if available; otherwise
- CN if available; otherwise
- KR if available; otherwise
- IT if available

When the user exports the assessment, the export XML file contains only the chosen language and the answers of this language.



#### 7. ASSESSMENT LIFE CYCLE

## The Process in an Assessment Life Cycle

A supplier completes an assessment for a customer by answering the questions in the associated catalogue/profile.

The primary purpose of each answer is to indicate compliance to the corresponding assessment criterion. Each answer is a statement that the supplier makes about themselves:

- 1 we are compliant with this point, or
- 2 we are not compliant with this point, or
- 3 this point is not applicable to us.

The application validates each answer according to certain consistency rules (mandatory fields for example). An active stage in the assessment cycle cannot be completed if any invalid or inconsistent answers remain.

All statements are unverified until the customer reviews them.

A customer can accept or reject a supplier's statement during the review.

In case of one or more rejections the supplier needs to re-address those points and re-submit the assessment to the customer for another review.

The cycle may be repeated until there are no longer any rejections.

The assessment is then usually archived.

## Main Stages in an Assessment Life Cycle

An assessment life cycle follows the following stages:

- 1. New immediately after creation
- 2. In Progress after being explicitly started
- 3. Completed after being explicitly finished
- 4. In Review when a review is explicitly started by the customer
- 5. Reviewed when a review is explicitly finished by the customer
- 6. Archived

<sup>&</sup>quot;In Progress" and "In Review" are "active stages"



#### The 3 State Dimensions of an Answer

The three state dimensions of an answer are:

- 1 Compliance stated by the supplier
- 2 Validity (consistency) tested by the application
- 3 Approval (acceptance/rejection) given by the customer

It is important to understand that these dimensions are independent and are also treated as such by the application. In particular, customer feedback does not automatically affect the stated compliance. Instead, it is expected that the supplier will act according to the feedback and possibly modify their statement. Certain customer feedback, however, can affect the scoring (see below).

Each dimension is visualised independently in the application.

- The stated compliance is visualised by the round icon in the assessment view.
- Validity (or the lack of it) is visualised by a red border around invalid answers.
- Rejected and approved answers are visualised by a red or green ribbon in the lower right corner of the answer.

Independent filters exist to show answers according to the assessment state: compliance, rejection, or (in)validity.

Also, each dimension affects the scoring in a specific way.

## **Scoring**

- Each unverified criterion/answer is evaluated by the application as follows: If the supplier stated they are **compliant**; they get full points for that criterion.
- If the supplier stated they are **not compliant**, they get no points for that criterion.
- If the supplier stated the point is **not applicable**, they get full points for that criterion only if they have stated who at the customer side approved the inapplicability and the date they approved it.

The stated compliance and subsequent input (customer approval) are used to dynamically generate a "compliance score".



stated compliance	approval date & contact	customer feedback	compliance score
yes	(irrelevant)	none yet	Full points
no	(irrelevant)	none yet	0
N/A	not given	none yet	0
N/A	given	none yet	Full points
yes	(irrelevant)	accepted	Full points
no	(irrelevant)	accepted	0
N/A	not given	accepted	Full points
N/A	given	accepted	Full points
yes	(irrelevant)	rejected	Full points
no	(irrelevant)	rejected	0
N/A	not given	rejected	0
N/A	given	rejected	Full points