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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 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 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 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](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 Supplier Portal. Once you land on Raytheon's Supplier Portal page, you will click the SRS link under the chart, see below. Contact Exostar at [customersupport@exostar.com](mailto:customersupport@exostar.com) if you need assistance using the Exostar site.
3.0 Navigation

3.1 User Access
SRS access for Raytheon and Supplier users

3.1.1 Raytheon: 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 SRR access.

3.1.2 Suppliers: Suppliers enter SRS via Exostar in the Raytheon 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 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 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 Business units

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

- **IDS** – Integrated Defense Systems
- **IIS** – Intelligence, Information and Services
- **MS** – Missile Systems
- **SAS** – Space and Airborne Systems

### 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

<table>
<thead>
<tr>
<th>Legend</th>
<th>Exceptional</th>
<th>BLUE</th>
<th>Good</th>
<th>GREEN</th>
<th>Marginal</th>
<th>YELLOW</th>
<th>Unsatisfactory</th>
<th>RED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quantitative % Range</td>
<td>from 100.0 to 95.0</td>
<td>from 94.9 to 90.0</td>
<td>from 89.9 to 85.1</td>
<td>from 85.0 to 0.0</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Minority Code | 101 - LARGE BUSINESS
Qualitative Rating | NO

Quantitative Rating 1 Month | 94.1%
Quantitative Rating 3 Month | 97.2%
Quantitative Rating 12 Months | 87.1%
Quantitative RSPIM | 1.15

Quality Rating 1 Month | 100.0%
Quality Rating 3 Month | 99.8%
Quality Rating 12 Months | 81.8%
# of Source Inspection Failures | 14
# of Incoming Failures | 8
# of Floor Failures | 1,550
Total Weighted Failures | 2981.4
Quality Parts Received | 55,305
PPM 12 Months | 53,900

Quality Lots Accepted | 746
Quality Lots Received | 746
LAR 12 Months | 100.0%

Total SCAR Count 12 Months | 3
SCAR Impact 12 Months | 6.0
# of Level 1 SCARs | 1
# of Level 2 SCARs | 2
# of Level 3 SCARs | 0

Delivery Rating 1 Month | 85.3%
Total Lots Received On-time 1 Mon | 93
Lots Due 1 Mon | 106
Lots Past Due 1 Mon | 3
Delivery Rating 3 Month | 83.3%
Total Lots Received On-time 3 Mon | 253
Lots Due 3 Mon | 270
Lots Past Due 3 Mon | 1
Delivery Rating 12 Month | 94.9%
Total Lots Received On-time 12 Mon | 971
Lots Due 12 Mon | 1,022
Lots Past Due 12 Mon | 1

Select the **Select Report Group** button if you wish to return to the “Select the Type of Supplier” 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:](image)

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

![Global Reports:](image)

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:

![Global History Graphs:](image)

By selecting “Quantitative Rating History” the trend graph will be displayed.

![Quantitative Rating History](image)
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 History] or [Delivery 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.

The [Select Report Group] button will navigate you 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.

The [Delivery→] button will toggle to the Delivery rating page.

Click the [Show Details] button to navigate to details of how the rating was calculated.
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.

The **Select Report Group** button will navigate you 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.

The **Quality→** button will toggle to the Quality rating page.

Click the **Show Details** button to navigate to details of how the rating was calculated.
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 PO Details link from the Summary report or the SPRR.

**NOTE** – The examples are for training, the data has been altered and does not relate to other data in this document.
Receipt Details Report

Receipt details can be viewed by selecting the **Receipt Details** link from the Summary report or the SPRR.

<table>
<thead>
<tr>
<th>Reports:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Summary Report</strong></td>
</tr>
<tr>
<td><strong>PO Detail Report</strong></td>
</tr>
<tr>
<td><strong>Receipt Detail Report</strong></td>
</tr>
<tr>
<td><strong>Failure Detail Report</strong></td>
</tr>
<tr>
<td><strong>SCAR Detail Report</strong></td>
</tr>
</tbody>
</table>

### Receipt Details Table

<table>
<thead>
<tr>
<th>Column Headers</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column 1</td>
<td>Data1</td>
</tr>
<tr>
<td>Column 2</td>
<td>Data2</td>
</tr>
<tr>
<td>Column 3</td>
<td>Data3</td>
</tr>
</tbody>
</table>

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 **Failure Details** link from the Summary report or the SPRR.

### Failure Details Table

<table>
<thead>
<tr>
<th>Column Headers</th>
<th>Data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column 1</td>
<td>Data1</td>
</tr>
<tr>
<td>Column 2</td>
<td>Data2</td>
</tr>
<tr>
<td>Column 3</td>
<td>Data3</td>
</tr>
</tbody>
</table>

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### Supplier Corrective Action Request (SCAR) Details Report

SCAR details can be viewed by selecting the **SCAR Details** link from the Summary report or the SPRR.

<table>
<thead>
<tr>
<th>Buyer Name</th>
<th>Contract Number</th>
<th>Program Name</th>
<th>Part Description</th>
<th>Failure Date</th>
<th>Failure Location</th>
<th>SCAR Number</th>
<th>PO Number</th>
<th>Vendor</th>
<th>Site</th>
<th>Disposition Status</th>
<th>Quality Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>CYNTHIA JONES</td>
<td>MULTIPLE</td>
<td>STS</td>
<td>11/30/2015</td>
<td>F</td>
<td>32</td>
<td>Reqdformance</td>
<td>00023236969</td>
<td>402112359</td>
<td>000-00023719622</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>DONALD MORGAN</td>
<td>MULTIPLE</td>
<td>AMR</td>
<td>02/20/2015</td>
<td>F</td>
<td>32</td>
<td>Reqdformance</td>
<td>00023236976</td>
<td>402112459</td>
<td>000-00023719622</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>GLORIA GOMEZ</td>
<td>MULTIPLE</td>
<td>SUMO</td>
<td>03/23/2016</td>
<td>F</td>
<td>32</td>
<td>Reqdformance</td>
<td>00023237015</td>
<td>402112455</td>
<td>000-00023719622</td>
<td>Y</td>
<td>Y</td>
</tr>
<tr>
<td>DONALD MORGAN</td>
<td>MULTIPLE</td>
<td>AMR</td>
<td>04/20/2015</td>
<td>F</td>
<td>32</td>
<td>Reqdformance</td>
<td>00023237051</td>
<td>402112455</td>
<td>000-00023719622</td>
<td>Y</td>
<td>Y</td>
</tr>
</tbody>
</table>

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.

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Navigation Aids for Reports

Below are some navigational aids found throughout the SPRR reports.

Select the << Back button if you wish to return to the screen you came from.

Select the SPRR Summary button to return to the SPRR Summary Report by Business page.

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

Select the Excel Version button to download this report to an excel version of the report which can be saved to your local file system.

In addition to the buttons, you can click on any of the Supplier Number links to generate a SPRR Summary Report by Business for the Supplier selected.