WELCOME TO HARRIS

SUPPLIER INFORMATION PACKAGE

June 2018
Welcome to Harris

Presentation Outline

- Harris Vision and Values
- How Supplier’s Fit into Harris’ Business Strategy
- Harris Expectations for Suppliers
- Becoming a Harris Supplier
- Payment Terms and ERS
- Harris Quality Clauses
- DPAS (Defense Priorities & Allocation System) Ratings
- Receiving Shipments
- expo – Log in and User Guide
- expo – Workmanship Specifications
- expo – Electronic Data Submission (Q-75 / QC-1980)
- expo – Payment Tracking
- expo – Supplier Rating System and Supplier Scorecard
- expo – Supplier Scorecard: Quality and Delivery Performance
- expo – Supplier Support Request (SSR-SDR/SIR)
- expo – SSR First Article Inspections & Printing/Saving SSR’s
- expo – Supplier Corrective Action Requests (SCAR’s)
- Supplier Tool Box Links
Harris Vision and Values

Harris is committed to being a company of the highest quality in every aspect of its business activity. This encompasses serving our customers’ needs by developing higher quality products, at lower costs, while shortening the product-to-market cycle.

Inherent in that commitment is our goal for satisfying the expectations of stakeholders who have a vested interest in the success of the company. Suppliers are a vital part of our resources.

Our Vision as it applies to suppliers is to develop and maintain mutually beneficial partnerships with companies who share our commitment to achieve ever-increasing levels of customer satisfaction through continuing improvements in quality, service, timeliness, and cost.
Harris firmly believes that suppliers can contribute significantly to our ability to exceed our customer expectations.

Our relationships with suppliers will be sincere and embrace the highest principles of purchasing practice, and will focus on developing winning business arrangements that benefit all parties.
The expectations that we have identified for ourselves are the same set of expectations that we have for our suppliers.

Our expectations are based on:

- **Quality**: Compliance at all times with customer requirements and maintaining a 99.8% scorecard rating or above
- **Delivery**: Meeting or exceeding exact product and schedule requirements and maintaining a 99.5% scorecard rating or above
- **Cost**: Pricing that contains reasonable profit margins with minimum total cost

It is important for Suppliers to maintain the level of performance to continue a healthy Supplier/Partnership relationship with Harris. Falling below the Quality and Delivery expectations could result in a loss of business with Harris and new RFQ opportunities.

Supplier performance in these areas plus a strategy for continuous improvement will allow Harris and our suppliers to solve problems together while exceeding customer expectations. Harris recognizes the value of having suppliers who are committed to providing quality goods and services in a timely manner.
The supplier shall provide supporting documentation as requested:

- W-8 or W-9 (two types, www.irs.gov)
- Applicable Financial Questionnaire
- Small Business Certifications
- Supplier’s Legal Name and addresses for orders and payment remittances
- Sales representative for orders, and contact information
- Standard payment and transportation terms
- Quality expo contact form H-3318
- Quality Survey form H-1434-1

Harris will initiate an internal Vendor Code Request Form GSSNA-AP-F-17 to add a new supplier.
Becoming a Harris Supplier

Certifications and Representations (Gov’t or Commercial)

- Suppliers and Partners Website Link

International Traffic in Arms (ITAR) Regulation

- Manufacturers of defense items & providers of defense services must be registered with the State Department
- Note: not required for commercial items that have not been designed or modified for a defense purpose

For more details and registration process

- http://www.pmddtc.state.gov/registration/index.html

Harris forms related to the ITAR

- H-2888 Supplier Export Control Representation
- H-2888-1 Supplier Export Control Determination
Discussion of Payment Terms and Method of Payment

• ERS (Evaluated Receipt Settlement)
  • Benefits to the supplier
  • No invoicing required when receipt matches the PO
  • Reduction of paper costs

• Electronic Payments (ACH)
  • Benefits to the supplier
  • Direct electronic payment between accounts (Harris to Supplier)
Harris Quality Clauses

H-1999Q

Procurement Quality Requirements (Q Clauses)

• Q Clauses, quality assurance requirements that the supplier must comply with are specified on the Purchase Order

• Supplier Purchase Orders contains a hyperlink to the Q-Clause document (H-1999Q) and Cross Reference Matrix (Legacy Q-Clauses)

• H-1999Q can also be accessed through the following hyperlink: Suppliers and Partners Website; H-1999Q

• H-1999Q-2, Procurement quality clause cross-reference matrix (Legacy Q-clauses) Suppliers and Partners Website; H-1999Q-2
A DPAS rated order requires 4 Elements in order to be considered a DPAS rated order:

1. Rated Orders are identified by a priority rating (DX or DO) and a Program Identification Symbol found in Schedule I of 15 CFR 700:
   - DX-C1 or DO-A1 (EVEN WHEN IT IS FOR A CLASSIFIED ORDER THE ISSUING GOVERNMENT AGENCY SHALL PROVIDE A PROGRAM IDENTIFIER)
2. Required Delivery Date or Dates
3. Certification Statement:
   - This is a rated order certified for national defense use, and you are required to follow all the provisions of the Defense Priorities and Allocations System regulation (15 CFR Part 700).
4. Acceptance by Written signature on a manually placed order, or the digital signature or name on an electronically placed order
How Does DPAS Work?

• Among DPAS rated orders,
  – DX rated orders take preference over DO rated orders
  – Program identification symbols do not indicate any priority

• Rated orders must receive preferential treatment
  – A person must accept and fill a rated order for items that the person normally supplies
  – The existence of previously accepted unrated or lower rated orders is not sufficient reason for rejecting a rated order
  – Persons are required to reschedule unrated orders if they conflict with performance against a rated order as rated orders take preference over all unrated orders
  – Similarly, persons must reschedule DO rated orders if they conflict with performance against a DX rated order.

• All rated orders must be scheduled to the extent necessary to ensure delivery by the required delivery date.

• This provision ensures that suppliers will give priority treatment to rated orders from contractor to subcontractor to suppliers throughout the procurement chain.
15 CFR 700.13 Acceptance and rejection of rated orders

• **Mandatory Acceptance**
  - Except when there is a mandatory rejection, a person shall accept every rated order received.
  - Must fill such orders regardless of any other rated or unrated orders that have been accepted.
  - Cannot discriminate against rated orders in any manner such as by charging higher prices or by imposing different terms and conditions.

• **Mandatory Rejection**
  - Unless otherwise directed by Commerce, A person shall not accept a rated order for delivery on a specific date if unable to fill the order by that date.
    - However, the person must inform the customer of the earliest date on which delivery can be made and offer to accept the order on the basis of that date.
    - Scheduling conflicts with previously accepted lower rated or unrated orders are not sufficient reason for rejection under this section.
    - A person shall not accept a DO rated order for delivery on a date which would interfere with delivery of any previously accepted DO or DX rated orders. However, the person must offer to accept the order based on the earliest delivery date otherwise possible.
For a DPAS Rated Order a written Acknowledgement either Accepting or Rejecting must be within the following timeframe to the Harris Buyer:

1. Acknowledgement **Accepting** the DPAS rated order within the following timeframe:
   - DX Rated Order: 10 WORKING DAYS
   - DO Rated Order: 15 WORKING DAYS

2. Receive an acknowledgement **Rejecting** the DPAS rated order within the following timeframe:
   - DX Rated Order: 5 WORKING DAYS
   - DO Rated Order: 10 WORKING DAYS
Receiving Shipments

• Supplier should maintain accurate shipping and delivery dates
• Maintain accurate dock dates
  – Receiving Hours are 7:00 AM – 4:30 PM
  – Receiving processes all material received on the day it is delivered
Login to **expo**:  
• Enter user name (email) & password
The “expo Portal Supplier User Guide” can be found in the expo Document List.

- expo Overview
- My Account
- expo Options
- Quotes
- Document List
- Purchase Orders
- PO Tracking

Any problems or issues with your expo account can be directed to:
- For all User Accounts; ExpoAdmin@harris.com
- For Supplier-Quality User Accounts; SQA@harris.com
Workmanship Specifications (callout in drawings notes) are located in the **expo-Procurement-Document List**

To access the file using the Quick Link:
- Click on Document List in the Procurement box
- Click on the Public Files tab.
- Locate the Document # in the “Title” column.

The path will always be visible on the top menu bar.
expo / Electronic Data Submission

expo Document List

- Upload data and documentation to expo > Supplier Insight > Document List area
- Link to Supplier Instructions on expo Portal - Document List area
- Instructions on uploading the pertinent and required data/documentation are located in the “Public Files” area. Search for “Document List – Supplier Instructions” in the title field.
- This is a direct Link to Document List – Supplier Instructions

Q-75 (QC-1980) Electronic Data Upload Requirements

- The electronic data requirement will be flowed down in the Harris Quality Clauses as Q-75 (QC-1980) but the supplier at any time can select to use the electronic data submission for all required documentation.
- If the only required documentation, is the Certificate of Conformance (C of C), and the C of C is provided on the same page of Seller’s packing slip, it is not required to upload the C of C in the electronic format.
- Documentation provided on digital media does not have to be uploaded to the Harris expo Supplier Document List.
expo / Payment Tracking

Instructions:

• Click on “Accounts Payable” then “Receipts and Invoices”
• Use the search box to search and filter by P.O. Number, Invoice Number, etc.
• To search for an Invoice Number or a P.O. number the supplier is required to use the “invoices” hyperlink located on the invoice.

To request access to Payment Tracking please notify “GSS Customer Support” at:

E-Mail: GSSSupportServices@harris.com
Harris Accounts Payable
Supplier survey data is used as a method of determining the supplier's quality system acceptance and identifying system weaknesses. The survey data is not part of the supplier's numerical rating, but is used during evaluation of the supplier's quality system.

The Supplier Rating System in expo Supplier Scorecard collects and processes quality and delivery performance data from all suppliers of material intended for use by Harris programs engaged in the production and delivery of contractual end items.

The quality and schedule performance data is gathered from 12 months of procurement activity; numerical ratings are based on delivery performance of material, rejection reports, and supplier response to SCARs.

Supplier ratings are updated nightly, and published through the Harris Supplier Scorecard- expo.
Any Supplier below 95.5% Quality will Require a Supplier Performance Waiver for Purchases.
**atio**

**Technology to Connect, Inform and Protect™**

**any Supplier below 90% Delivery will require Risk Mitigation for Purchases**

*Delivery Score/Rating is applicable for both Delivery % In-Full and Delivery % In-Pieces*
Quality Rating:
- Quantity Received: 12,281
- Quantity Rejected: 378
- Receiving Rejects: 232
- Line Rejects: 145
- Corrective Actions: 1
- Corrective Actions-Late: 0
- Customer Escapes: 1
- Quality %: 91.66%
- Quality Rating: R

Other Quality Metrics:
- Total Corrective Actions: 6
- DPPM: 30,779

Other Delivery Metrics:
- Corrective Actions - Delivery: 0

Spend:
- Invoice Amount: $2,473,463

Delivery Rating - Pieces:
- Quantity Late: 178
- Rejected Late: 239
- % On Time - Pieces: 96.60%
- Rating On Time - Pieces: B

Delivery Rating - In Full:
- Points Possible: 404
- Points Actual: 383
- % On Time - In Full: 94.80%
- Rating On Time In Full: Y
The supplier can review their performance ratings in expo by using the expo Supplier Scorecard.

All expo contacts with quality roles will receive the following alerts:

- SCAR’s when they are Open and Closed
- Problem Report Dispositions when they are “In Work” and “Complete”

Individual suppliers are measured differently for delivery based on which business area of Harris is using them.
• 12 Month History Tab
• Manage supplier performance using 12 month history data which will help to identify performance trends at a glance
• IMPORTANT: Each data point represents a range of 12 months of performance data

Click the **12 MONTH HISTORY** tab to view the new data and charts.

Click the arrows to expand and collapse
• 12 Month History Tab - Interactivity

Click a column to ‘pin’ the data below.

Hover over the columns to view data for different 12 month time periods.

Click the data table values to drill into the data details.
• Current Month Tab, Invoice Spend Amount, DPPM Quality Metric, and Delivery Corrective Actions Metric

• Current Month tab allows you to track ongoing performance results in the current period

• IMPORTANT: Data on the Current Month page represents an incomplete period

Click the CURRENT MONTH tab to view the new current month scorecard.

Delivery Corrective Actions are now available on the scorecard.

DPPM is now available on the scorecard.

Invoice Spend data is now available on the scorecard.
expò / Supplier Scorecard
(Quality Performance & Performance Impact)

- Quality information on the system includes, problem reports, corrective actions (all, late), SCAR penalty points, Customer Escapes, and Quality Percent of received material and can be viewed by clicking on the applicable column on the scorecard.
  - 1 penalty points is assessed for being issued a SCAR, 2 for Late SCAR
  - Receiving and Line Rejects only reflect Closed dispositions
  - Customer Escapes - each month that passes after the escape occurrence, the penalty points are reduced by a factor of $1/6$. Penalty reduces month to month, and after 6 months, the escape penalty no longer applies.
Customer Escape Penalty, Aging Factor and Detail Page

Individual Customer Escape penalty point calculations are shown here.

The penalty points are combined and the total impact to the quality score is displayed.

Scroll down to view transactional details.
• Delivery Performance
  • Delivery % is calculated based on delivering the entire Purchase Order line item in full (Points Actual/Points Possible) or on Total Pieces Late and Total Pieces Due
  • Suppliers are accountable for different delivery scores based on the Business Unit within Harris they support.
  • The applicable delivery method and score will be colored on the scorecard to denote which one applies.
What is a Supplier Support Request?

• **SSR** (Supplier Support Request)
  - Support request based on when a supplier requires *information* (SIR) prior to product/parts being manufactured or for a *deviation* (SDR) to Harris contractual requirements.

• **SIR** (Supplier **Information** Request)
  - Information request for a print change or clarification to purchase order requirements such as drawings, specifications, etc. This request shall be made before parts are built.
  - If an ECO is requested by the supplier and it is determined that the final disposition shall be an ECO, an SIR shall be submitted.

• **SDR** (Supplier **Deviation** Request)
  - Deviation request if the parts/product do not meet the Harris contractual requirements from the supplier, an SDR shall be submitted. This request is made when parts/product are in process and/or finished.

[Supplier Support Request (SSR) Link](#)
What Type of Supplier Support Request?

- **FAI** (First Article Inspection)
  - Submit a SSR-FAI First Article Inspection Report (Reference AS9102) when the Drawing specifies or if the Q-76 Q-Clause is on the Purchase Order (Notes). The FAI documentation is to be attached in the SSR-FAI record prior to submitting for approval, then submit the SSR-FAI for approval in the expo system.

- **SCN** (Supplier Change Notification)
  - Submit a SSR-SCN Supplier Change Notification when the supplier wants to notify the Harris Customer of a change which will affect the contractual requirements of the Purchase Order. This may include but is not limited to these examples: Drawing Revision changes, Material changes, Location of Manufacture change, Process and/or equipment change, etc.

[Supplier Support Request (SSR) Link]
Once Logged Into expo go to Supplier Quality Quick Link Box:

- Select SSRs

- Select Create SSR

- Scroll down to choose correct PO# or enter PO# and hit enter

Find the correct part and click Select.
Determine the Request Type: “Information, Deviation, FAI, SCN”

**Information Request:**

1. Enter Quantity Affected
2. Choose **Information** as the Request Type
3. Add Spec Requirement
4. Enter Question/Discrepancy
5. Upload attachment (if required)
6. Click Submit
Determine the Request Type: “Information, Deviation, FAI, SCN”

**Deviation Request:**

1. Enter Quantity Affected
2. Choose **Deviation** as the Request Type
3. Add Spec Requirement
4. Enter Question/Discrepancy
5. Add Root Cause
6. Enter Corrective Action
7. Upload attachment (if required)
8. Click Submit
Determine the Request Type: “Information, Deviation, FAI, SCN”

**FAI Request:**

1. Enter Quantity Affected
2. Choose **First Article Inspection** as the Request Type
3. Add Spec Requirement
4. Enter Question/Discrepancy
5. Upload attachment (if required)
6. Click Submit.

**NOTE:** Expect a delayed response while information is exchanged with PDM (in Harris).
Determine the Request Type: “Information, Deviation, FAI, SCN”

**SCN Request:**

1. Enter Quantity Affected
2. Choose **Supplier Change Notification** as the Request Type
3. Add Spec Requirement
4. Enter Question/Discrepancy
5. Upload attachment (if required)
6. Click Submit.

**NOTE:** Expect a delayed response while information is exchanged with PDM (in Harris).
After an SSR has been submitted to Harris, the SSR will change from ‘New/Issued’ to ‘Pending Status’

The SSR will then be awaiting Harris review and approval

Approval response will be seen under the “Harris Response” section
To print a copy of the SSR:

To save a copy of the SSR as pdf:
Supplier Corrective Action Request

• The Supplier Corrective Action Request (SCAR) response must be submitted using the expo Portal.

• Harris Supplier Quality can assist suppliers with the SCAR completion process for Quality SCARs.

• Harris Procurement/Subcontracts can assist suppliers with the SCAR completion process for Delivery SCARs.

• Root cause, corrective action and objective evidence associated with the discrepancy will be reviewed by Harris for the effectiveness and implementation.
  – SCAR responses that are unrealistic, negative, vague or technically incorrect will be disapproved and the supplier will be notified.

• A rejected SCAR will be resubmitted to the supplier with a new due date assignment of 10 business days.

• Suppliers are required to use expo for the communication for SCAR’s.
  – No external Harris documents will be accepted for SCAR communication (i.e. 5 why, 8D)
Consequences – Inadequate and/or Untimely Responses to SCAR’s

- Inadequate responses will be rejected.
- Untimely responses to SCARs will result in additional demerits subtracted from your overall performance.
- The supplier:
  - Must complete a SCAR response
  - Must complete and submit a Request for Extension or
  - Must resubmit a rejected SCAR
- If a corrective action response cannot be provided within the initial 10 business days of the issuing of the SCAR an extension request must be submitted by the supplier using the expo Portal within the initial 10 business days to preclude a penalty assessment.
  - To request an extension the “General, Problem, and Containment” portions of the SCAR must be completed.
  - Note: A supplier may take exception to an issued SCAR but it must be communicated in the initial SCAR response and the above portions of the SCAR must be completed.
  - SCAR extensions are limited to a maximum of 3.
- If there is no response to the SCAR, or if the response is rejected and no additional response is provided, the SCAR may be closed and assessed penalty points.
- Continued poor/unacceptable quality, or failure to pass a Quality Survey, may result in a supplier being placed on the conditional supplier list (making more difficult for Harris to place an order with them) or being designated as a "Restricted Supplier" by the Harris-GCSD Supplier Corrective Action Board.
Searching SCARs in expo

Search SCAR#

- Enter RCCA Number without RCCA Prefix
- A hyperlink with the matching SCAR # will appear directly below the typed field
- Click on blue highlighted Hyperlink to open SCAR

![Diagram of SCAR search interface]
Viewing SCAR Form in expo

Yellow highlighted SCAR information will be pre-populated on the “General” tab

<table>
<thead>
<tr>
<th>Project</th>
<th>Receipt Id</th>
<th>Supplier Name</th>
<th>Date Opened</th>
<th>Due Date</th>
<th>Status</th>
<th>Impact Scorecard</th>
</tr>
</thead>
<tbody>
<tr>
<td>22AB</td>
<td>0000000</td>
<td>A8C</td>
<td>4/5/2018</td>
<td>4/20/2018</td>
<td>New</td>
<td>Always</td>
</tr>
</tbody>
</table>

Supplier must complete the electronic form by entering the appropriate information as shown on the next page.
SCAR Processing Tabs

The SCAR’s sections are defined by tabs. These need to be completed in order.

1. General
   - Harris will use to provide general information i.e. NCR description, RCCA, NCR number, PO.
   - Supplier will provide Team Members that will be supporting the RC/CA of the SCAR response and upload any relevant attachments to support their response.

2. Problem
   - The supplier will describe here the type of defect in their terms for this SCAR response.
   - Where the problem is occurring within their product/ or process
   - Where in the process flow did the problem first develop (ie: Contract Review, Mfg, Inspection, etc.)

3. Containment
   - When applicable, the supplier will show here how more non-conforming product (if any) will be contained at their facility, including material quantities, sorting, methods used and short term corrective actions.

4. Root Cause
   - Supplier will identify and list the causes for the non-conformance. Describe the Root Causes that led to the non-conformance and identify the tool used in the Root Cause analysis
   - Identify Root Cause Type as either Process or System
   - If the problem was not always present explain what changed and when it changed.
   - Suppliers are required to utilize either the 5-Why’s or fishbone diagram root cause analysis tool for root cause analysis. The 5-Why’s may be added within the field or as an attachment to the final submittal. The fishbone diagram may be attached to the final submittal. This is required for determining effectiveness of RCA and corrective and preventative actions.
5. **Corrective Action**
   - Supplier must list the actions that will address the non-conformance or that will prevent similar future non-conformances.
   - Supplier must also include corrective action for why the non-conformance was not detected prior to shipment from their facility.

6. **Verification**
   - Supplier will enter here a description of the method used to verify that the corrective action was effective in containing and eliminating the non-conformance.
   - Must include who is responsible for completing the verification action, date of the verification action, and the status.

7. **Prevention**
   - Supplier will list here the actions, activities that are in place to prevent future non-conformances including as pertinent tooling, preventative maintenance, specifications, drawings, operator instructions, inspection/control plans, and Failure Mode & Effect Analysis.
   - Supplier will complete the 3-category questions of notifying Harris of a process change, can actions be leveraged to similar processes or other product lines, and has or will mistake proofing be incorporated.

8. **Approval**
   - Harris will complete this section once all previous sections have been reviewed and approved.
   - Approval process will be seeking accuracy and completeness with root causes identified and permanent corrective actions implemented/verified to eliminate the non-conformance.
Extension Request

- To request an extension, the General, Problem, and Containment tabs must be filled out at a minimum
- If this is not completed a pop-up window will be displayed indicating what fields are required prior to allow the extension request to be processed.

Final SCAR Response

- General, Problem, Containment, Root Cause, Corrective Action, Verification, and Prevention must be completed to submit a Final SCAR response to Harris-GCS.
Supplier Tool Box Links

GCSD Quality Clauses (H-1999Q)
- Link: Q-Clauses-Procurement Quality Requirements

expo Scorecard (Supplier Performance Metrics)
- Link: expo Supplier Scorecard

expo SSRs (SDRs & SIR)
(Supplier Support Request for SDRs and SIRs)
- Link: Harris expo Portal

expo SCARs (Supplier Corrective Action Request)
- Link: Harris expo Portal

Electronic Data Submission
- Link: expo Portal – Supplier Insight - Document List – Supplier Files
Direct Link to Document List – Supplier Instructions