SAP Supplier Relationship Management 7.0

Delta Presentation – Supplier Evaluation

Name of Speaker, Department
Date

For the latest version of this document, please refer to the SAP Service Marketplace extranet at www.service.sap.com/srm, under SAP SRM 7.0.

This presentation gives an overview of the new and enhanced features of the SAP Supplier Relationship Management (SAP SRM) 7.0 application in the area of Supplier Evaluation, compared with the previous release.

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AGENDA

1. Supplier Qualification and Performance Management:

The Supplier Survey Cockpit

- ■ **Introduction**
- ■ Overview
- ■ Detail
- ■ Analysis in SAP NetWeaver BI

SAP SRM Solution Map

Purchasing Governance	Global Spend Analysis	Category Management	Compliance Management
Sourcing	Central Sourcing Hub	RFx / Auctioning	Bid Evaluation & Awarding
Contract Lifecycle Management	Contract Authoring	Contract Negotiation	Contract Execution · Contract Monitoring
Collaborative Procurement	Self-Service Procurement	Services Procurement	Direct / Plan-Driven Procurement · Catalog Content Management
Supplier Collaboration	Web-based Supplier Interaction	Direct Document Exchange	Supplier Network
Supply Base Management	Supplier Identification & Onboarding	Supplier Development & Performance Management	Supplier Portfolio Management

SAP NetWeaver

SAP SRM Solution Map

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SAP NetWeaver

The Supplier Survey Cockpit Supports Ad Hoc Surveys for Qualitative Data Collection

With the supplier evaluation process, you can capture, consolidate, and present performance data across the enterprise

1 **Define**	Define key performance indicators (KPIs) and evaluation method – surveys or transaction based
2 **Capture**	Information is collected through questionnaires… **The supplier survey cockpit** **or** …captured automatically from procurement transactions SAP ERP
3 **Consolidate**	Data from multiple systems is gathered, and the KPIs are grouped and assigned a weight Total KPI / Reliability 20% / Quality 20% / Price 15% / Nnn X% / … / …
4 **Analyze**	The scores are presented and analyzed using the extensive and flexible reporting functionality in the SAP NetWeaver Business Intelligence (SAP NetWeaver BI) component or the local system

SAP SRM Offers Different Methods to Collect Information About Supplier Performance

SAP

Data from a variety of sources can be combined into a single supplier score

- Questionnaires using Web survey tool
    - Event-driven surveys, triggered by registration of confirmation or invoice in the SAP Supplier Relationship Management (SAP SRM) application
    - Questionnaires in the business warehouse, linked to SAP NetWeaver BI reports
    - Ad hoc surveys using the supplier survey cockpit in SAP SRM
- Automatically calculated key figures from the SAP ERP application
    - Predefined KPIs for price, quality, and delivery, based on SAP ERP transactions

New in SAP SRM 2007 with some enhancements in SAP SRM 7.0

Advantages of ad hoc surveys over event-driven surveys

- Reach a broad group of people in different positions
- Offer more extensive questionnaires
- Considerably enhance SAP SRM's supplier evaluation functionality

AGENDA

1. **Supplier Qualification and Performance Management:**

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The Supplier Survey Cockpit

Create questionnaires
with the Web survey tool from SAP

Supplier survey cockpit

| Select supplier | → | Enter participants | → | Assign questionnaire |

| Monitor responses | | Send survey |

Evaluator fills out response

New functionality

SAP NetWeaver BI

Total KPI

| Reliability 20% | Quality 20% | Price 15% | Nnn X% |

...

...

New Functionality –
The Supplier Survey Cockpit

| Prepare survey | Distribute survey | Monitor responses | Close survey |

Enhancements in SAP SRM 7.0

- A Web-based cockpit for distribution and monitoring of ad hoc surveys, using questionnaires

- Integration with Web survey tool from SAP for questionnaire creation

- Integration with SAP NetWeaver BI for consolidation and reporting

Business Benefits

- Provides a one-stop shop for enterprise-wide distribution of survey

- Creates a central point for controlling all surveys within the company

- Due to ease of use, makes surveys an important tool for company-wide supplier evaluations

Prepare Survey

Prepare survey	Distribute survey	Monitor responses	Close survey

Enhancements in SAP SRM 7.0

- Create survey and get a unique survey ID
- Enter parameters for evaluation, such as evaluation period and category
- Assign questionnaire from the Web survey tool
- Create an "info bank" using the "who rates whom" master sheet to identify which people are most qualified to evaluate specific suppliers
- Upload suppliers and evaluators from Microsoft Excel

Business Benefits

- Collect strategic, ad hoc surveys across the company
- Distribute surveys to the right people for comprehensive supplier evaluation
- Create surveys quickly

Distribute Survey

| Prepare survey | Distribute survey | Monitor responses | Close survey |

Enhancements in SAP SRM 7.0

- Create an invitation letter to the participants of survey
- Distribute the questionnaire via e-mail

Business Benefits

- Quick and easy distribution

Monitor Responses

Prepare survey	Distribute survey	Monitor responses	Close survey

Enhancements in SAP SRM 7.0

- Monitor the status of individual responses
- See an overview of status and response rate, which is available at any time
- Review the response
- Send reminder

Business Benefits

- Easy monitoring of the survey using detailed and at-a-glance overviews of the status
- Higher response rate

Close Survey

Prepare survey → Distribute survey → Monitor responses → **Close survey**

Enhancements in SAP SRM 7.0

- When the survey deadline has passed or the response rate is satisfactory, the survey owner sets the status to "completed"

- All data is ready for upload to SAP NetWeaver BI for analysis

Business Benefits

- Ability to search through surveys with different statuses, via status management

- Ability to identify those parameters most important to your organization, through weighting

- Survey consolidation in SAP NetWeaver BI

- Analysis performed in SAP NetWeaver BI

New Terminology

| Evaluation area | Internal organization that is evaluating suppliers; used for analysis. Examples: consulting, production, or marketing. |

| Evaluation category | Type of questions asked or which questionnaire is being used. Examples: quality, services, or invoicing. |

| Survey owner | Person responsible for the survey. |

| Evaluation period | Period that is being evaluated. For example, a survey could cover an entire year. |

| Survey deadline | Deadline for participants to submit their responses |

| Survey package | A set of related surveys. Survey packages, as well as individual surveys, are extracted to SAP NetWeaver BI for analysis. Each survey must be assigned to a survey package. |

AGENDA

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- Overview
- **Detail**
- Analysis in SAP NetWeaver BI

Personalized Object Worklist (POWL) for the Supplier Survey Cockpit

Welcome Mr. Viola Purchaser2   SRM System : E7S   SRM System   Help | Personalize | Log Off

Search Advanced Search

Home | Employee Self-Services | Strategic Purchasing | **Supplier Evaluation** | Purchasing | Home (FPM) | Employee Self-Services (FPM) | Home | Home (FPM) | Strategic Purchasing (FPM) | Purchasing (FPM) | Home (MVC) | Strategic Purcha

Overview

Survey Management | History▲ Back Forw

Detailed Navigation

- Work Overview
- Survey Management

Quick Search

Search For: Shopping Cart
Number:
Search   Advanced Search

Who rates whom list

Services

Who Rates Whom
Create Questionnaire
Change Questionnaire

Portal Favorites

ℹ There are no items to display

Active Queries

Survey Package   All (4)   My Packages (0)
Survey Monitor   Monitor (2)
Survey   All (38)   New (4)   In Evaluation (10)   Completed (0)

Create by copying

Deadline for responses

Survey - All   **Unique survey ID**

Status management   **Evaluation period for analysis and trends**

Show Quick Criteria Maintenance

Change Query Define New Query Personalize

View [Standard View] ▼ Export ▲ Reapply Table Settings Create Copy Details Edit Delete Refresh   Delete Filter Settings

ID	Name	Status	Evaluation Category	Evaluation Area	Survey Manager	Evaluation Start Date	Evaluation End Date	Survey Deadline
1	Ole's development test Survey	Completed	Consulting	Quality	Jan-Ole Lingsch	01.01.2008	01.02.2008	01.05.2008
2	Ole's second development Survey	Active	Marketing	Quality	Jan-Ole Lingsch	23.01.2008	27.01.2008	06.01.2008
34	KKR 1'st surv	Active	Consulting	Quality	Erwin Admin1	22.02.2008	29.02.2008	31.03.2008
43	KKR 1'st surv Copy	Active	Consulting	Quality	Erwin Admin1	20.02.2008	29.02.2008	29.02.2008
48	Ole's development test Survey	Active	Consulting	Quality	Jan-Ole Lingsch	01.01.2008	01.02.2008	01.05.2008
65	QuestTest	Completed	Consulting	Quality	Jan-Ole Lingsch	02.01.2008	10.01.2008	26.01.2008
66	New Test	Active	Marketing	Quality	Jan-Ole Lingsch	24.01.2008	07.02.2008	14.02.2008
44	KKR 1'st surv	Active	Consulting	Quality	Erwin Admin1	11.03.2008	12.03.2008	12.03.2008
68	C080201A	Active	Consulting	Quality	Thomas ManagerD5	01.02.2008	29.02.2008	29.02.2008
62	Ole's second development Survey	Active	Marketing	Quality	Jan-Ole Lingsch	23.01.2008	27.01.2008	06.01.2008

Last Refresh **27.03.2008 09:22:38 CET** Refresh

Web survey tool is accessed directly from navigation area of the supplier evaluation

Create Questionnaires Using the Web Survey Tool from SAP

New application (transaction) and parameters especially for the supplier survey cockpit

Questionnaire parameters relevant for the supplier survey cockpit

Always assign a value of -1 for "no response"

Please note: "No response" should always be assigned a valuation of -1

Free-text answers indicated in SAP NetWeaver BI

Create a Survey

Process steps:

1. Fill out general information, assign the questionnaire, and write an e-mail
2. Select participants manually or using the who rates whom sheet
3. Send the survey to the participants

Assign questionnaire from Web survey tool

Enter Participants Manually or by Using the Who Rates Whom Sheet

Evaluation category: for example, quality or delivery

Supplier that the participant has knowledge about

Who Rates Whom - SAP NetWeaver Portal - Microsoft Internet Explorer provided by SAP IT

| History | Back Forward

Who rates whom

Help

Save | Close Window

▼ Participants in current Participant Group

Select All | Details | Change | Add | Remove | Exchange ▲

Filter

Participant. Mas... ⇕	First Name ⇕	Last Name ⇕	Plant ⇕	Evaluation Cate... ⇕	Evaluation Role ⇕	Participant. Type ⇕	Supplier ID ⇕	Phone ⇕	E-Mail ⇕
D047617	mananan	Chandra	1300		political leader	External	1001	06227742142	kalyan.chandra.de...
AL001	Aleh	Hryshanovich	3400	MARK	Role 1	External	1000	7734923	aleh.hryshanovich...
JOL02	Jan-Ole	Lingsch	1000	MARK	Tester	External	1000	06227747496	ian-ole.lingsch@s...
DL01	Dimitri	Labutin		MARK		External	1002	2323	dimitri.labutin@sap...
JOL01	Jan-Ole	Lingsch	VS06	CONS	Developer	External	1001	06227747496	ian-ole.lingsch@s...
I0701	Vijaya	Ragahav	0001	CONS	qerf	External	1001	40135104	vijay.a@sap.com

Row 1 of 6

- List of participants and their expertise regarding suppliers and area, such as quality, delivery, service

- Accessibility of the list from the survey screen

- Import/export to Microsoft Excel for offline maintenance of the who rates whom sheet

Write Invitation and Reminder Letter
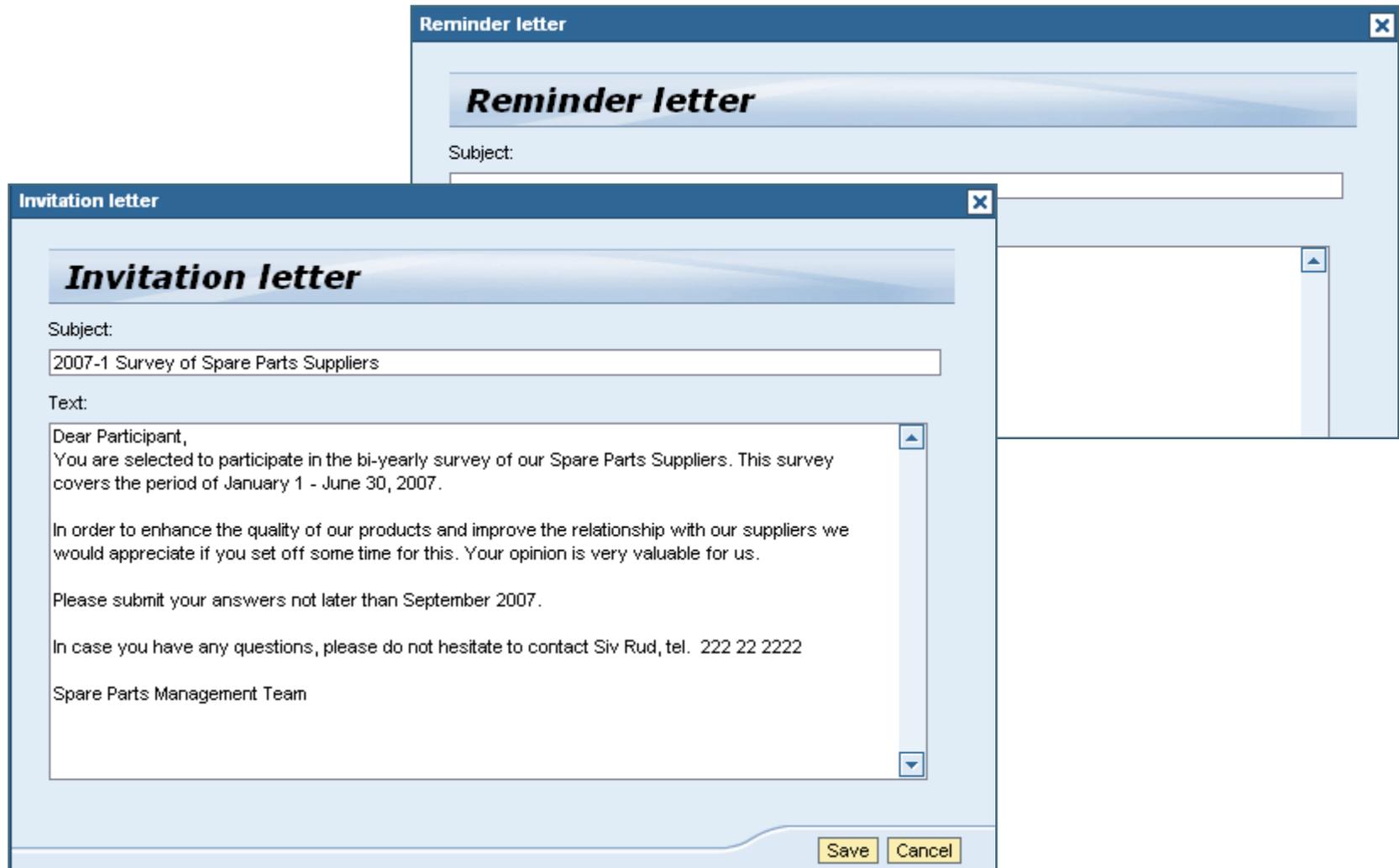
SAP

Reminder letter

Reminder letter

Subject:

Invitation letter

Invitation letter

Subject:

2007-1 Survey of Spare Parts Suppliers

Text:

Dear Participant,
You are selected to participate in the bi-yearly survey of our Spare Parts Suppliers. This survey covers the period of January 1 - June 30, 2007.

In order to enhance the quality of our products and improve the relationship with our suppliers we would appreciate if you set off some time for this. Your opinion is very valuable for us.

Please submit your answers not later than September 2007.

In case you have any questions, please do not hesitate to contact Siv Rud, tel. 222 22 2222

Spare Parts Management Team

Save   Cancel

Surveys and Survey Packages

Companies evaluate suppliers on different aspects, such as timeliness, quality, service, and price. Surveys are therefore distributed to different people in the organization, depending on their area of expertise.

In the supplier survey cockpit, one survey is linked to one questionnaire. The company needs to create one survey for quality-related questions, another for delivery-related questions, and a third for services-related questions, for example. To track and analyze the results jointly for all three surveys, you can use the concept of the **survey package**, which affords you a 360-degree view of the supplier.

One survey package

One survey

Top suppliers 2007	**Survey package**
Delivery — Quality — Service	**Survey (one or many)**
Quality questionnaire	**Questionnaire (one)**
Supplier A — Supplier B — Supplier C	**Suppliers (one or many)**
A. Adler / B. Bollmer / C. Collin	**Participants (one or many)**
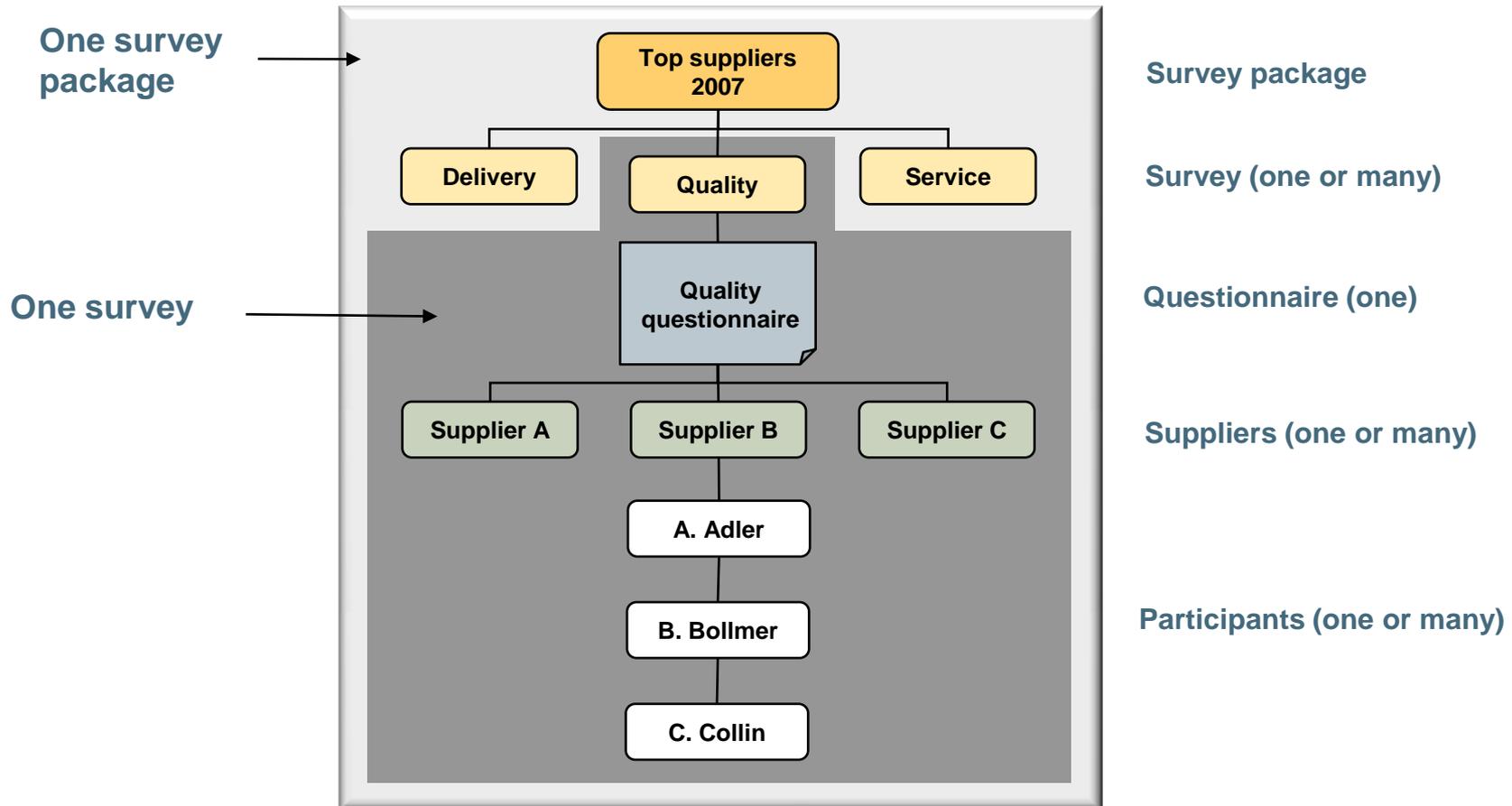
Survey Package

- A survey package can be created either from the survey package POWL or directly from the survey
- The user can view all surveys assigned to a survey package
- The user can re-assign surveys to another survey package unless the status is "completed"

The Monitor Survey POWL

The survey POWL gives an overview of multiple surveys in one glance. The list can be sorted by survey owner, status, or any other column.

Active Queries

Survey Package	All (19)	My Packages (18)
Survey Monitor	Monitor (2)	
Survey	All (0) New (0) Chris (0) active (40) Completed (0)	

Survey Monitor - Monitor

Show Quick Criteria Maintenance

Change Query Define New Query Personalize

View [Standard View] ▼ | Export ▲ | Create | Copy | Details | Edit | Delete | Refresh

Filter Settings

ID	Name	Package ID	Status	Evaluation Category	Evaluation Area	Survey Manager	Evaluation Period	Survey deadline	Days Left	Sent	Answers	Answer Rate
2	Ole's second development Survey	1	Active	Marketing	Quality	Jan-Ole Lingsch	23.01.2008 - 27.01.2008	06.01.2008	0	6	0	0,00
62	Ole's second development Survey	1	Active	Marketing	Quality	Jan-Ole Lingsch	23.01.2008 - 27.01.2008	06.01.2008	0	2	0	0,00

Detailed Screen for Monitoring of Individual Responses

From the detailed screen:

- Get a statistics summary
- Monitor the individual responses and send a reminder
- View the answers and assign a status of "reviewed"

Review Each Answered Questionnaire

Close Survey

The user manually assigns the status "completed." Answers and parameters are transferred to SAP NetWeaver BI for analysis.

Customization

Before deploying the supplier survey cockpit, you need to customize:

- Evaluation area
- Evaluation category
- System-generated ID for survey
- ID for survey package

... and, of course, the questionnaire – using the Web survey tool

AGENDA

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Process Flow for the Surveys Using the Supplier Survey Cockpit
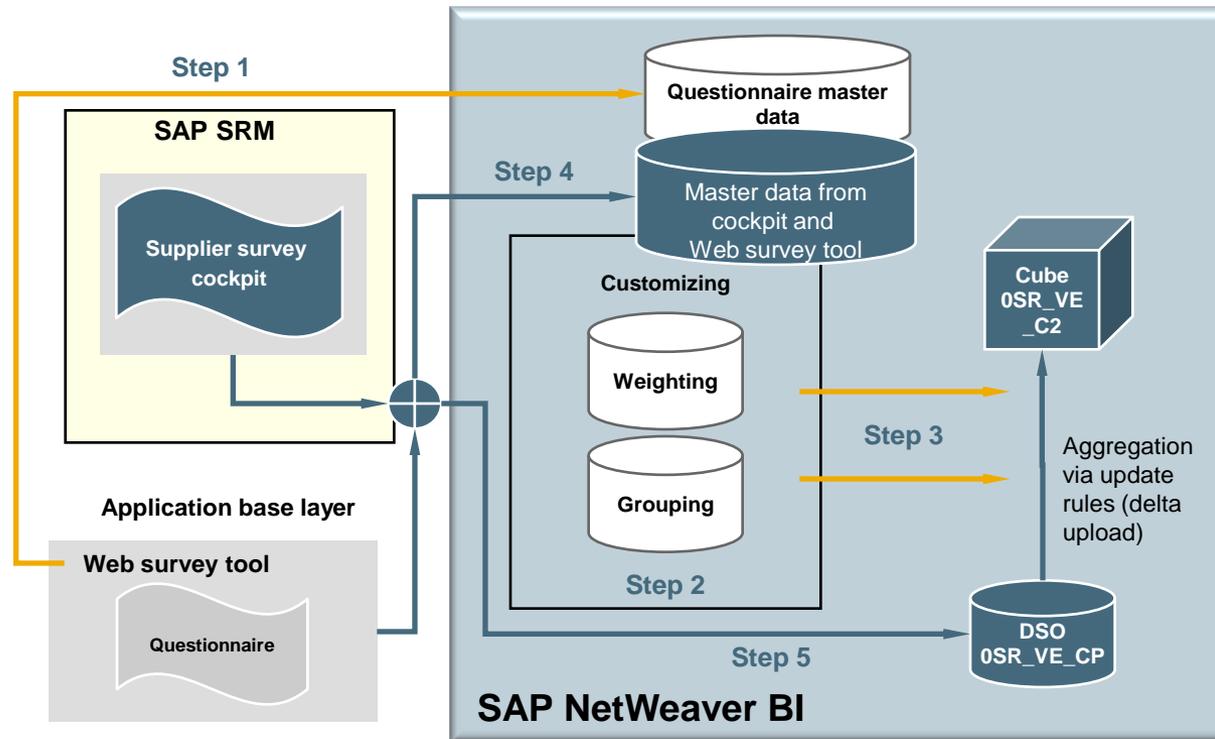
Step 1: Extract master data from questionnaire

Step 2: Customize grouping and weighting of questions

Step 3: Load the grouping text and the weighting

Step 4: Load actual data (parameters) to SAP NetWeaver BI (supplier, participant, evaluation area, etc.)

Step 5: Load the answers

Parameters Transferred from the Supplier Survey Cockpit to SAP NetWeaver BI for Analysis

Description

- Survey ID
- Survey name
- Survey package ID
- Survey package name
- Questionnaire name
- Questionnaire ID
- Supplier
- DUNS number
- Evaluation area ID

- Evaluation area description
- Evaluation category ID
- Evaluation category description
- Evaluation period
- Participant e-mail address
- Participant last name
- Participant first name
- Plant ID (of participant)
- Plant text (of participant)

Reports for the Supplier Survey Cockpit in SAP NetWeaver BI

Variable Entry

Available Variants: [ ] [▼] [Save] [Save As...] [Delete]

Variable	Current Selection	Description
Survey ID	[ ] 🗗	
Supplier	[ ] 🗗	
Survey Package	[ ] 🗗	

[OK] [Check]

Reports from info cube 0SR_VE_C2

- 0SR_VE_Q001 – detailed view of a survey and survey package (example)
- 0SR_VE_Q002 – trend analysis for evaluation areas

Supplier Survey Cockpit : Valuation   Last Data Update: 07.09.2007 18:56:23

[New Analysis] [Open] [Save As...]   **Display As** [Table ▼]   [Information] [Send] [Print Version] [Export to Excel] [Comments]   Filter Settings

- ▼ Columns
  - ▪ Supplier
  - ▪ Key Figures
- ▼ Rows
  - ▪ Grouping 3
  - ▪ Grouping 2
  - ▪ Grouping 1
  - ▪ Criterion
- ▼ Free characteristics
  - ▪ Participant First Na
  - ▪ Participant Last Name
  - ▪ Plant
  - ▪ Survey Name
  - ▪ Survey Package Name

Supplier	1000			
	C.E.B. BERLIN			
Grouping 3	Number Of Responses	Average Score before Weighting	Counter 1	Counter 2
▼SurveyWorkL1				
▼DocumentsSurveyL2				
▶Preference			4	2
▶Shipping DocumentsL3			2	1
▼SurveyPerformanceL2				
▶PM/Not assigned			0	2

Average score After Weighting △▽

|◀ ◀| Column [1] of 4 |▶ ▶|

Thank you!