

Overview

Ameren's Supplier Performance Website within the iSupplier Portal is a tool Ameren uses to measure, analyze and manage supplier performance. The ultimate intent is to identify potential issues and their root causes so that they can be resolved to everyone's benefit as early as possible. In this Guide, you will learn how to access problems, incidents, circumstances or inquiries that require action on your part. It is recommended that you frequently review your scorecards to identify areas of weakness and prepare/submit appropriate action plans within 7 days to address any areas of underperformance.

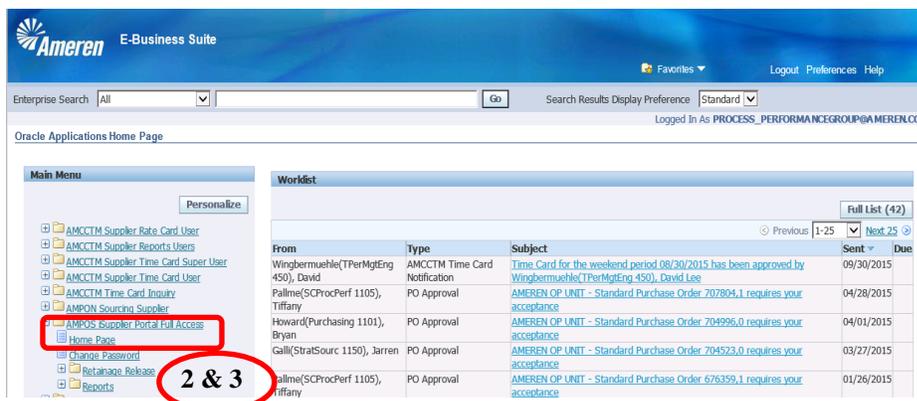
Please direct all inquiries to Judy Goestenkers, Supervisor Supply Chain, at 314-554-4403.

When an incident is logged, an email notification (Ex: See screenshot on right) will be sent to Supplier's designated QMS contact person. (Note: Supplier Contact must have Ameren iSupplier Portal user access). Please follow steps below to access your reports and respond accordingly.

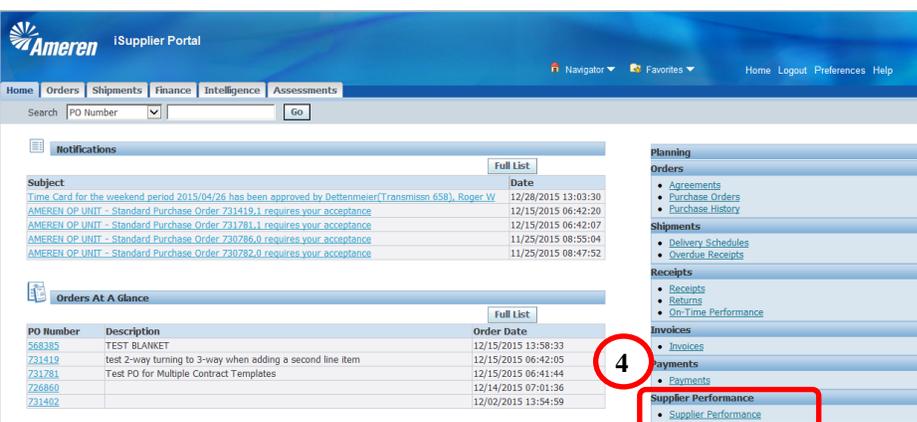


1. Go to <https://ebusiness.ameren.com> and login.
2. Click **AMPOS iSupplier Portal Full Access** responsibility.
3. Click **Home Page** link

Note: If you do not have access to the iSupplier Portal, contact Ameren's Process & Performance Group via email at process_performancegroup@ameren.com.



4. In the blue section on the right side of the screen click the **Supplier Performance** link under the Supplier Performance section.



5. **Scorecard Window:** The supplier Scorecard Window displays the last year of receipt and incident data.
- Scorecard Displays:** (A) Supplier Incident Rating (SIR), (B) trend chart for incidents and deficiencies, (C) incident category, (D) locations with incidents, and (E) SIR Monthly Trend. You should review overall SIR scores as well as individual plant scores (D).

6. **Incidents Window:** There are two types of incidents queries that can be accessed from this page. First query is Incidents requiring **Corrective Action** and the second is **All Incidents** created in a date range (date range can be changed).

7. Clicking on the individual incidents will take you to the this screen where you can enter the action that will be taken or has been taken. Enter your Corrective Action in the box (this is free form text), additional corrective actions can be entered by opening the incident again under 'All Incidents' menu.
8. Add your name as the responder here.

9. Once you have submitted your Corrective Action Response you will get a **Success Confirmation**. Click the **Continue** button to return to the incidents list page to respond another incident.

10. The incident has been removed from the corrective action Required area and moved to the All Incidents area where your response can be seen in the 'Corrective Action' column. You will see the time and date stamp when the corrective action was entered along with the person who entered the comment.

Incident #	Date Created	PO-Rel.Ln & Storeroom	Item # & Noun	Incident Comments	Evaluation Category	Evaluation Code	Evaluation Comments	Corrective Action
IR000022	02/02/2015	097303-99999-2 RUSH ISLAND	7964579 VALVE	No PO on Packing Slip.	SHIPPING DISCREPANCY	PACKING SLIP-NO PO		N/A
IR000021	01/30/2015	097303-99999-1 RUSH ISLAND	7964578 VALVE	Received incorrect quantity, received 2 instead of 1.	SHIPPING DISCREPANCY	INCORRECT QUANTITY		Retrain personnel on proper procedures. (03/31/2015 14:58:47, test user) In addition to retraining employees, procedures were updated to include new inspections. (04/01/2015 08:04:41, test user)
IR000020	01/27/2015	284434-0-1 RUSH ISLAND	7996160 VALVE	Received wrong valve, supposed to be ball valve, received knife gate.	QUALITY	INCORRECT MATERIAL		Retrain Alek. (04/01/2015 08:06:43, test user) We will inspect each shipment for proper contents. (03/31/2015 15:00:26, test user)

11. To Enter another comment click on the Incident # and repeat steps 7 – 9.

Evaluations - All

Instructions

1. A response is required for each Evaluation marked with a "?".
2. It is NOT necessary to complete all Evaluations at once (if multiple). Remaining ones can be submitted later.
3. Important: Once submitted, the Corrective Action for an Evaluation cannot be changed!
4. However, an additional response can be appended later as needed.

* required information

Evaluation #: 1
Category: QUALITY
Code: DOCUMENTATION (QUALITY)
Comments: no MTR

Corrective Action: WE will submit paperwork from now on. (01/28/2016 12:00:06, Andy Hueter)

Append to Corrective Action: (Enter Additional, if Needed)
 Contacted supplier.

Corrective Action Responder: (Type Your Name)
 Supplier 001

Submit **Cancel**