



Australian Government
Department of Defence
Capability Acquisition and
Sustainment Group

Supplier Rating System

Supplier training presentation

This session will be recorded

May 2023





This session will go for 30 minutes



This session is being recorded



There will be time for questions at the end



Session content is supported by the Supplier User Guide



Please remain on mute unless asking a question

1. SRS overview
2. Timeline
3. SRS surveys
4. Interpreting an SRS performance report
5. Q&A



Biannual rounds – 6 month performance periods (October to March and April to September)



The established SRS assesses CASG contracts valued over \$20 million, excluding contracts involving foreign military sales, foreign governments of Memorandums of Participation. The focus of the pilot is the inclusion of additional Defence groups and service contract types.



Each supplier will receive an SRS rating reflecting their performance over the previous 6 months



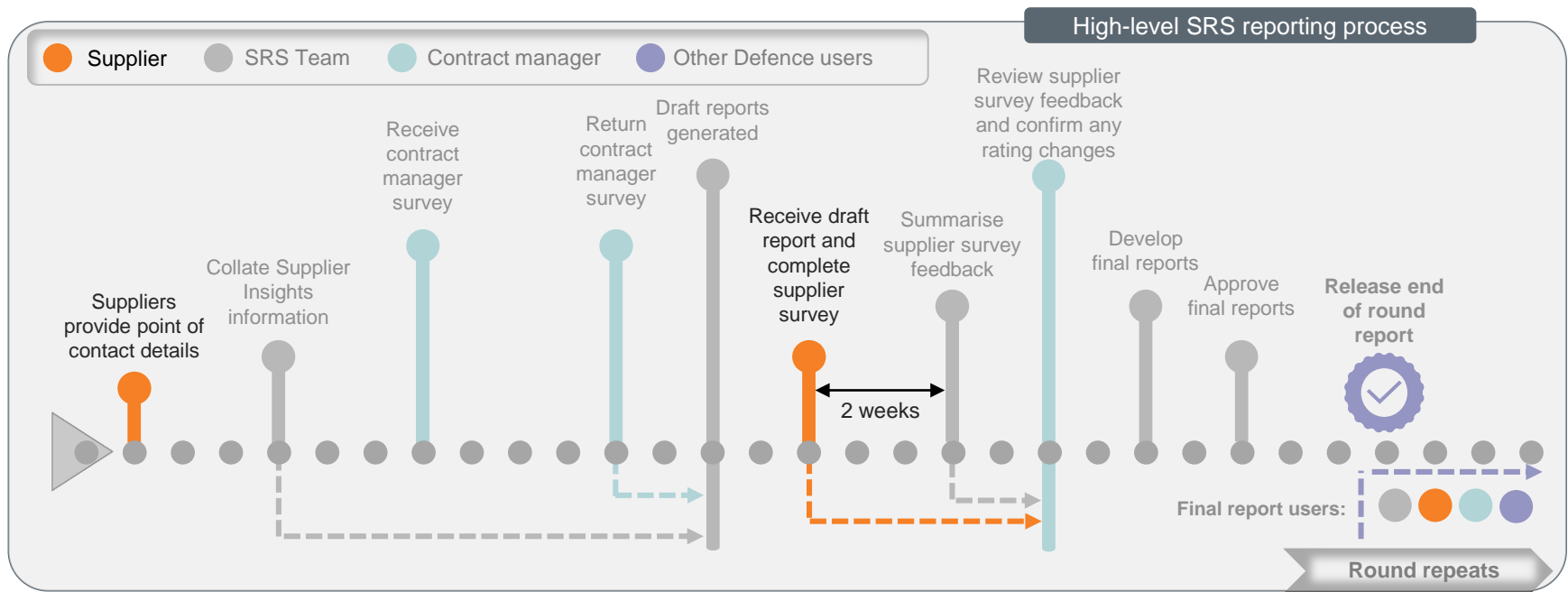
Survey data collected from contract managers drives the SRS rating at a contract level and is aggregated for a supplier rating



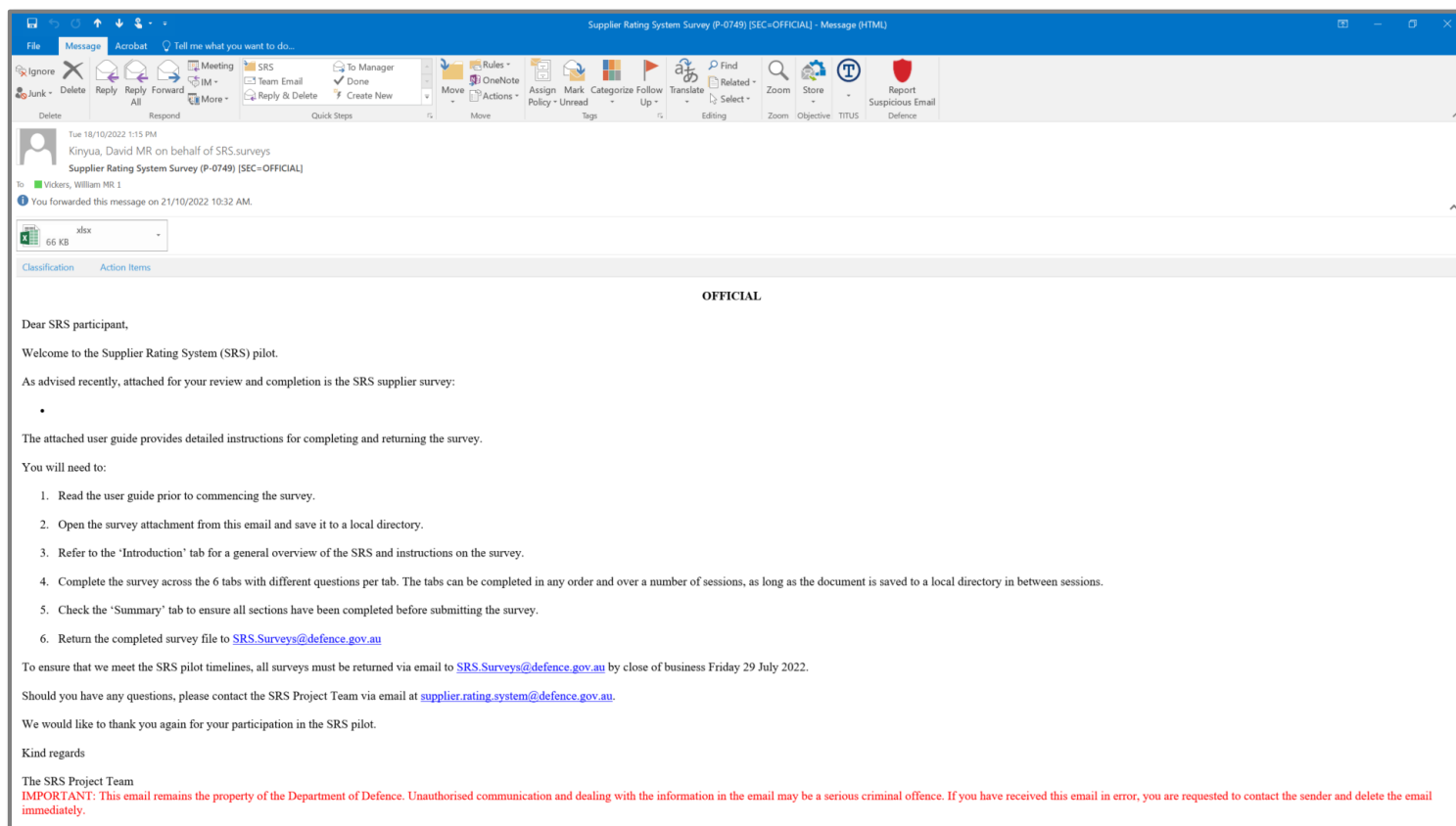
Suppliers provide performance validation, contextual information and an assessment of Defence's performance

The SRS is Defence's view of a supplier, as the customer

SRS timeline




- ✓ Suppliers will receive an individual survey per contract participating within the SRS round and pilot. Surveys will be sent via email, as an Excel document file.



Survey email

- ✓ The survey contains 6 tabs, with a mixture of questions with drop-down selections and free-text responses.

 Australian Government
Department of Defence

Supplier Rating System

Round 42: (April 2022 - September 2022)

Acquisition

Supplier: XYZ
Contract: XYZ
Project: XYZ

Introduction

Thank you for participating in the pilot of the Supplier Rating System (SRS). The SRS supplier survey is the main way suppliers are able to identify discrepancies in Defence's assessment of performance, provide feedback on Defence's performance and detail any relevant internal or external factors that have impacted supplier performance.

The survey consists of a number of sections in different tabs below, which include a combination of drop down menu selections as well as opportunities to provide supporting free-text commentary. As you work through the different survey sections in the tabs, guidance and definitions have been included in pop-up and embedded boxes to support your responses.

The 'Summary' tab at the end of the survey enables you to quickly identify any sections which have not been fully completed. Please refer to this prior to submitting the document to ensure your response is complete. Defence will assume all returned surveys have been submitted in a complete state.

Once all sections are complete, return to srs.surveys@defence.gov.au. Returning the completed survey by the stated return date in the email (2-weeks from receiving this survey unless stated otherwise) will ensure final reports are generated in a timely manner. If you have any questions regarding this survey, please email supplier.rating.system@defence.gov.au.

Please note, due to Defence network restrictions, embedding pictures, documents or any codes/formulas in this document will prevent you from being able to return the document to the SRS Team. To ensure the content fits your screen, adjust the zoom down the bottom right of this page.

Survey home page

Assess both the performance and importance of the following elements (that apply) of Defence's contractual performance during the performance period.

Category	Performance	Importance
Ensured interdependencies across the program were aligned and organised.		
Participated in ongoing information sharing.		
Was responsive to ad hoc queries.		
Any scope changes were appropriately discussed and resolved.		
Sensitively managed the supplier's intellectual property.		
Actively managed risks and issues.		
Made contractual payments accurately and on time.		
Provided appropriate access to supporting tools, templates and systems.		
Applied advanced commercial acumen in managing the contract.		
Supported access to key personnel and technical subject matter experts.		
Other.		

Performance scale:
Defence rarely met expectations during the performance period (<25% of the time).
Defence sometimes met expectations during the performance period (25% to <50% of the time).
Defence mostly met expectations during the performance period (50% to <75% of the time).
Defence always met expectations during the performance period (75% to 100% of the time).

Importance scale:
Not important, and does not impact the supplier's performance.
Is important and would assist the supplier in performing the contractual obligations.
Very important and is crucial for the supplier to perform their contractual obligations.

If you have selected other, provide a brief summary

Provide a brief summary to support all of the assessments above

Example question tab

Tabs, themes & Options

Tab	Performance Validation	Defence Performance 1	Defence Performance 2	Internal Factors	External Factors	Other
	Responses to your ratings, commentary on perceived discrepancies, suggested changes	Feedback on specific elements of Defence's contractual performance	Feedback on defence behaviours. Frequency and Important	Choice of 3 from: <ul style="list-style-type: none"> Financial Corporate governance Management Technology Litigation, Security or other reputational issues Location, facilities, assets Other Not applicable 	Choice of 3 from: <ul style="list-style-type: none"> Supply Chain External Market Events Force Majeure Scope Change Other 	Opportunity to add other factors internal or external not covered in the other tabs that will either positively or negatively impact performance in the coming 12 months.
		Frequency & Importance Matrix	Frequency & Importance Matrix	Performance & Impact matrix	Performance & Impact Matrix	Free text

- ✓ A summary tab within the document will highlight any incomplete sections of the survey.

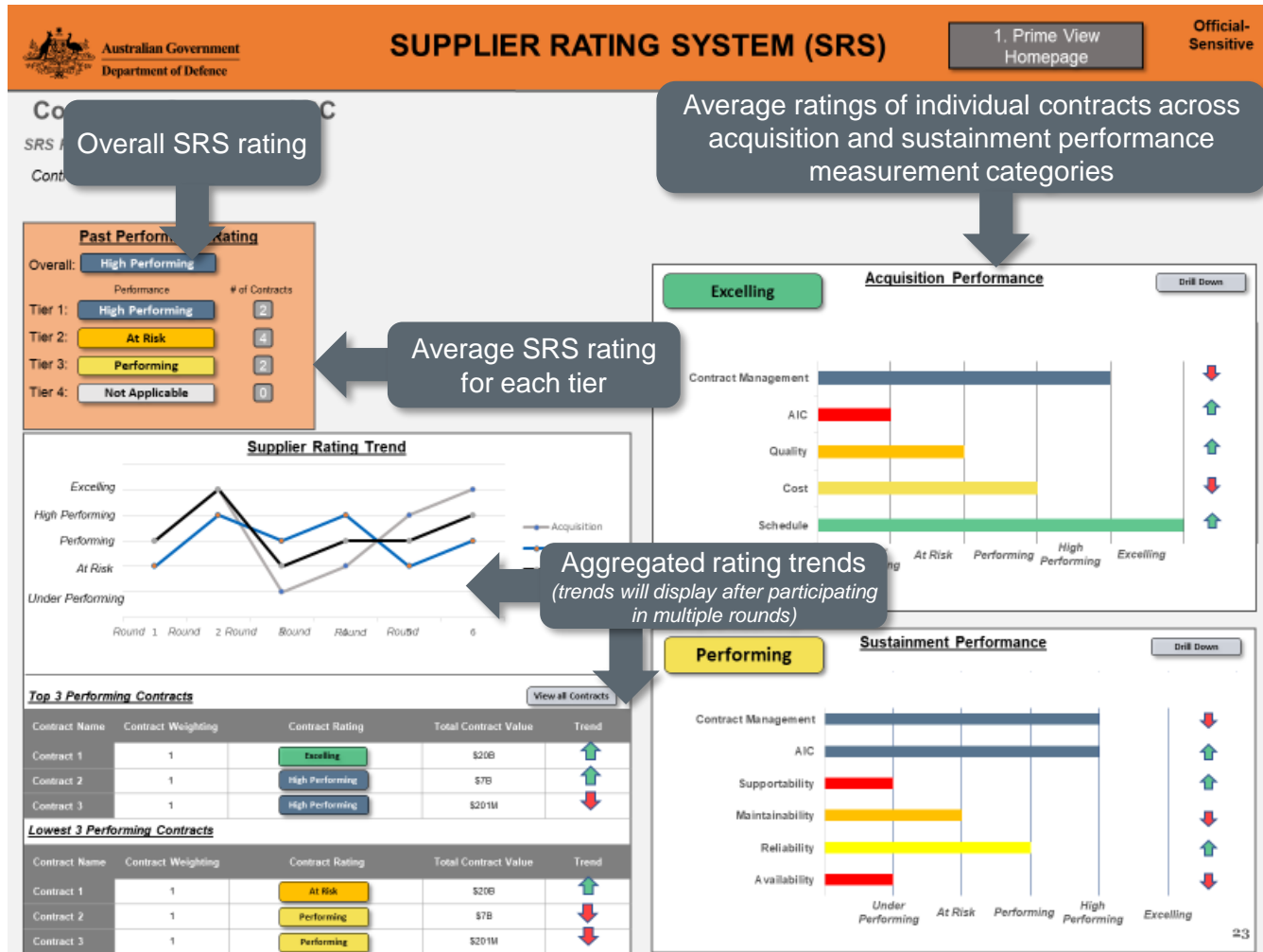
Progress		Ensure all sections are marked as complete before returning the survey to SRS.Surveys@defence.com.au.
Performance Validation	Complete	
Defence Performance 1	Incomplete	
Defence Performance 2	Complete	
Internal Factors	Incomplete	
External Factors	Complete	

- ✓ In order to successfully return the survey to Defence, Suppliers should not embed files or pictures within the document and should not try and change any of the formulas.
- ✓ Surveys must be completed and returned within the 2 week period. Defence will assume submitted surveys have been returned in a complete state.


Interpreting an SRS performance report

- ✓ Suppliers will receive performance reports at two points in the round and pilot. The first report will reflect the draft performance reports and is provided to support the completion of the supplier survey. The second will reflect the final performance results for the round and pilot.
- ✓ SRS performance results will ultimately reflect Defence's view as the customer.
- ✓ To ensure accuracy, if errors are identified in the draft performance reports, a contract manager review process exists.

Interpreting an SRS performance report



Interpreting an SRS performance report



Australian Government
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SUPPLIER RATING SYSTEM (SRS)

2. Prime All Contract View

Official-Sensitive

Company: Company ABC

SRS Round 1: Oct 2020 – Mar 2021

Contracts in SRS Threshold: 9

Select any contract for further information.

Dashboard Generated: 21.01.2021

List of each contract's rating

↓

Performance of All Contracts

Contract Name	Domain	Acq / Sust	Total Contract Value	Contract Tier	Contract Rating	Trend
Contract 1	Air	Acquisition	\$1B	1	Excelling	↑
Contract 2	Sea	Sustainment	\$31M	1	High Performing	↓
Contract 3	Land	Acquisition	\$29M	4	Performing	↑
Contract 4	Sea	Sustainment	\$28M	3	At Risk	↑
Contract 5	Land	Sustainment	\$21M	1	Under Performing	↓
Contract 6	Joint	Sustainment	\$1B	2	Excelling	↑
Contract 7	Joint	Acquisition	\$31M	2	High Performing	↑
Contract 8	Air	Sustainment	\$29B	1	Performing	↓
Contract 9	Sea	Acquisition	\$28M	4	At Risk	↑
Contract 10	Land	Sustainment	\$21B	3	Under Performing	↑
Contract 11	Land	Acquisition	\$1B	3	Excelling	↓
Contract 12	Air	Acquisition	\$31M	1	High Performing	↑
Contract 13	Sea	Acquisition	\$29M	3	Performing	↓
Contract 14	Sea	Sustainment	\$28M	1	At Risk	↑
Contract 15	Joint	Acquisition	\$21M	1	Under Performing	↓


Return

List of each contract's rating

Individual contract's rating trend from previous round

2.4

Interpreting an SRS performance report



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SUPPLIER RATING SYSTEM (SRS)

3. Detailed Prime All Contract View

Official-Sensitive

Company: Company ABC

SRS Round 1: Oct 2020 – Mar 2021

Contracts in SRS Threshold: 9

Dashboard Generated: 21.01.2021

Select any contract for further information.

Performance of All Contracts

Contract Name	Domain	Total Contract Value	Contract Weighting	Contract Rating	Trend	Contract Management	AIC	Quality	Cost	Schedule
Contract 1	Air	\$1B	1	Excellent	↑	Excellent	High Performing	Excellent	Performing	Excellent
Contract 2	Sea	\$31M	1	High Performing	↓	High Performing	Excellent	High Performing	Performing	High Performing
Contract 3	Land	\$29M	4	Performing	↑	Performing	At Risk	Performing	High Performing	Performing
Contract 4	Sea	\$28M	3	At Risk	↑	At Risk	Excellent	At Risk	At Risk	Under Performing
Contract 5	Land	\$21M	1	Under Performing	↓	Performing	Under Performing	Under Performing	Under Performing	At Risk
Contract 6	Joint	\$1B	2	Excellent	↑	Excellent	Excellent	At Risk	Excellent	Excellent
Contract 7	Joint	\$31M	2	High Performing	↑	Performing	High Performing	High Performing	High Performing	High Performing
Contract 8	Air	\$29B	1	Performing	↓	Performing	Performing	At Risk	High Performing	Performing
Contract 9	Sea	\$28M	4	At Risk	↑	At Risk	Performing	Performing	At Risk	At Risk
Contract 10	Land	\$21B	3	Under Performing	↑	At Risk	At Risk	Under Performing	Under Performing	Under Performing
Contract 11	Land	\$1B	3	Excellent	↓	Excellent	High Performing	Excellent	Performing	Excellent
Contract 12	Air	\$31M	1	High Performing	↑	High Performing	Excellent	High Performing	Performing	High Performing
Contract 13	Sea	\$29M	3	Performing	↓	Performing	At Risk	Performing	High Performing	Performing
Contract 14	Sea	\$28M	1	At Risk	↑	At Risk	Excellent	At Risk	At Risk	Under Performing
Contract 15	Joint	\$21M	1	Under Performing	↓	Performing	Under Performing	Under Performing	Under Performing	At Risk

Return

Individual contract's rating

5

Interpreting an SRS performance report

Individual contract rating

SUPPLIER RATING SYSTEM (SRS)

5b. Contract Performance View

Official-

Company: Company ABC

Contract: XYZ

Contract rating **Performing**

Acquisition

Dashboard Generated: 9.12.2022

PMC	Contract Rating	Performance Statement	Additional Commentary
Contract management	Performing	The supplier has delivered within the contract management requirements in place at the beginning of the reporting period and has met the requirements and expectations.	Any additional free text commentary to provide further context to the performance statement.
	Performing	The supplier has delivered within the AIC requirements in place at the beginning of the reporting period and has met the requirements and expectations.	
Quality	Performing	The supplier has delivered within the quality requirements in place at the beginning of the reporting period and has met the requirements and expectations.	Any additional free text commentary to provide further context to the performance statement.
Cost	Performing	The supplier has delivered within the cost requirements in place at the beginning of the reporting period and has met the requirements and expectations.	
Schedule	Performing	The supplier has delivered within the schedule requirements in place at the beginning of the reporting period and has met the requirements and expectations.	Any additional commentary provided to add further context to the performance statement.

Performance measurement category ratings

Individual performance statement for each performance measurement category.

- ✓ Supplier draft performance reports and surveys to be circulated in the 2nd half of May 2023.
- ✓ If you have questions regarding your contract, please contact your contract manager.
- ✓ If you have questions regarding the SRS, please contact the SRS team
supplier.rating.system@defence.gov.au
- ✓ Briefing and training sessions recordings plus the support documentation will be made available soon on our external facing website

www.defence.gov.au/business-industry/industry-programs/supplier-rating-system



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