



Feature at a Glance

Scoring and Score Banding in Modular Supplier Management Questionnaires

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CONFIDENTIAL

Feature at a Glance

Ease of implementation  Some complexity
Geographic relevance  Global

Introducing: Scoring and Score Banding in Modular Supplier Management Questionnaires

Customer challenge

SLP introduces a feature previously available in our legacy SIPM solution – scoring. In the updated context of SLP the modular questionnaire needed scoring capabilities to support decision making and evaluation activities.

Meet that challenge with SAP Ariba

This feature introduces scoring and scoring bands for modular supplier management questionnaires. Scoring applies a uniform, template-driven standard of judgment to the answers in each questionnaire. Each score falls within a scoring band, or grouping of scores. Score banding provides approvers and stakeholders with clear guidelines for interpreting those answers.

Experience key benefits

Quickly evaluate compliance by looking at the scores and associated banding label and color.

Apply one band category across the questionnaire or if needed apply different sets of band categories across the questionnaire.

Solution area

SAP Ariba Supplier Lifecycle and Performance (SLP), SAP Ariba Supplier Information and Performance Management (SIPM) new architecture

Implementation information

This feature is automatically on for all customers with the applicable solutions but requires **customer configuration** (in the applicable Modular Questionnaires).

Prerequisites and Restrictions

Feature only available with Modular Supplier Management Questionnaires

Scoring not supported in Repeatable Sections

Feature at a Glance

Introducing: **Scoring and Score Banding in Modular Supplier Management Questionnaires**

Detailed feature information

- Scoring is defined in the Modular Questionnaire Template, where template creators define pre-grades, importance, and weights for questions in their questionnaire(s)
- When the questionnaire response is submitted SLP calculates the score for each answer, rolling the scores up into any applicable section scores, and then into an overall questionnaire score
- Each score or groupings of scores fall within a scoring band. Next to each score a colored dot indicator provides a visual representation of the band into which the score falls. A mouse-over of the colored dot indicator will display the band name and score range
- Scoring applies a uniform, template-driven standard of judgment to the answers in each questionnaire, and score banding provides approvers and stakeholders with clear guidelines for interpreting those answers
- Both the scoring itself and the scoring bands are configurable, allowing administrators to define different types of scoring bands for different questionnaires, or for different sections within the same questionnaire
- The bands are applied to the Total Score, Sections, and Sub-Sections

NOTE: Scoring and scoring bands are only available in modular supplier management questionnaires. They are not available in any other type of supplier management questionnaires.

Configuration

Step 1: Specify Evaluation Type for Questionnaires

In Site Manager > Data Import / Export find the Questionnaire Type task and export the file using the Export tab. In the resulting csv file specify the EvaluationType for the Questionnaires that need to be scored.

The screenshot displays the SAP Site Manager interface for Data Import/Export. The left sidebar shows the navigation menu with 'Data Import/Export' selected. The main content area is titled 'Data Import/Export' and includes a search filter for 'Task Name' with 'Search' and 'List All' buttons. Below this, there are tabs for 'Import', 'Export', and 'Web Service Status'. The 'Import' tab is active, showing a table of tasks with columns for 'Tasks', 'Integration Toolkit Names', 'Status', and 'Last Imported'. A 'Refresh Status' button is located in the top right of the table area.

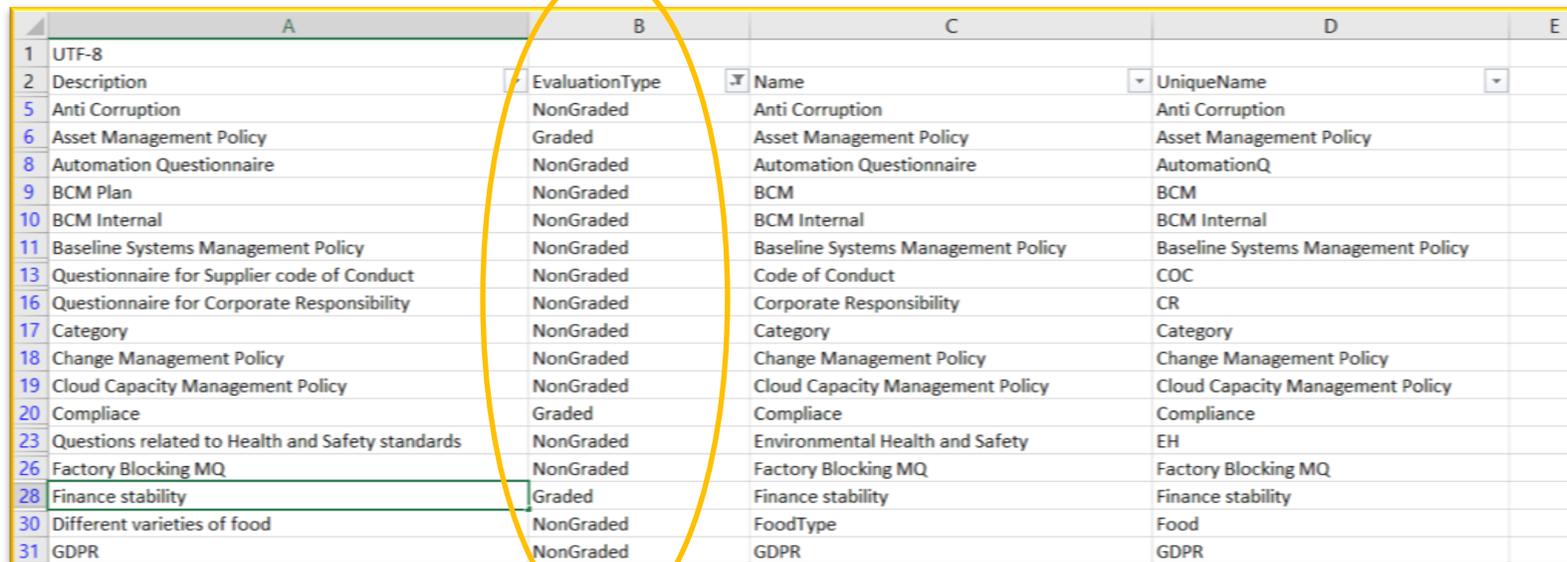
Tasks ↑	Integration Toolkit Names	Status	Last Imported	
Import Questionnaire Types ⓘ		Completed	04/09/2018 09:02:59 AM	Import
Import Translations for Questionnaire Types ⓘ		Completed	01/08/2018 02:30:40 PM	Import

Configuration

Step 1 Cont'd: Specify Evaluation Type for Questionnaires

Evaluation Type is a newly added column to Questionnaire csv. By specifying the Evaluation Type the system can identify the questionnaires that will use scoring.

- The file header contains Unique Name, Name, Evaluation Type and Description.
- Unique Name and Name (as before) are mandatory.
- Supported values for Evaluation Type: Graded, NonGraded, null, or blank.



	A	B	C	D	E
1	UTF-8				
2	Description	EvaluationType	Name	UniqueName	
5	Anti Corruption	NonGraded	Anti Corruption	Anti Corruption	
6	Asset Management Policy	Graded	Asset Management Policy	Asset Management Policy	
8	Automation Questionnaire	NonGraded	Automation Questionnaire	AutomationQ	
9	BCM Plan	NonGraded	BCM	BCM	
10	BCM Internal	NonGraded	BCM Internal	BCM Internal	
11	Baseline Systems Management Policy	NonGraded	Baseline Systems Management Policy	Baseline Systems Management Policy	
13	Questionnaire for Supplier code of Conduct	NonGraded	Code of Conduct	COC	
16	Questionnaire for Corporate Responsibility	NonGraded	Corporate Responsibility	CR	
17	Category	NonGraded	Category	Category	
18	Change Management Policy	NonGraded	Change Management Policy	Change Management Policy	
19	Cloud Capacity Management Policy	NonGraded	Cloud Capacity Management Policy	Cloud Capacity Management Policy	
20	Compliance	Graded	Compliance	Compliance	
23	Questions related to Health and Safety standards	NonGraded	Environmental Health and Safety	EH	
26	Factory Blocking MQ	NonGraded	Factory Blocking MQ	Factory Blocking MQ	
28	Finance stability	Graded	Finance stability	Finance stability	
30	Different varieties of food	NonGraded	FoodType	Food	
31	GDPR	NonGraded	GDPR	GDPR	

Configuration

Step 2: Define Scoring Band Categories

- Define all scoring band categories to be used in the Modular Questionnaires
- In Site Manager > Data Import / Export find the Export Scoring Band Categories task
- Name and UniqueName are mandatory. Name is the Scoring Band display name.

The screenshot shows the 'Data Import/Export' interface. At the top, there is a title 'Data Import/Export' and a note: 'Exclamation marks (!) indicate tasks that completed with errors or warnings. Refresh the screen to show current status.' Below this is a 'Download Data Dictionary' link. A 'Search Filters' section contains a 'Task Name:' label and an empty text input field. At the bottom, there are three tabs: 'Import' (selected), 'Export', and 'Web Service Status'. Under the 'Import' tab, there is a table with two columns: 'Tasks' and 'Integration Toolkit Names'. The table contains two rows: 'Import Scoring Band Categories' and 'Import Scoring Band Category Translations', both with information icons.

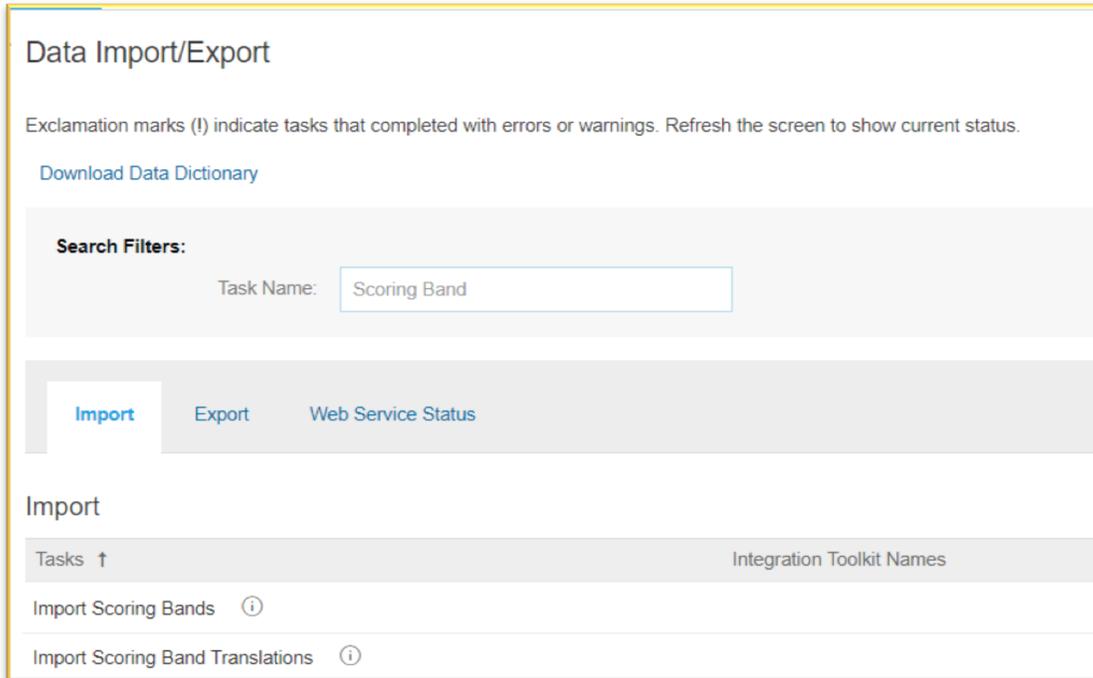
The screenshot shows a Microsoft Excel spreadsheet titled 'SMBandCategoryExport (2).csv'. The spreadsheet has three columns: 'A', 'B', and 'C'. The data is as follows:

	A	B	C	D	E	F	G
1	UTF-8						
2	Description	Name	UniqueName				
3	Anti Corruption	Anti Corruption	AC				
4	Audit	Audit	Audit				
5	category1	Code of Conduct	COC				
6	category for certificates	Certificates	Certificate				
7	Compliance	Compliance	Compliance				
8	Finance	Finance	Fin				
9	Legal	Legal	Legal				
10	Quality based	Quality	QA				

Configuration

Step 3: Define Scoring Bands

- In Site Manager > Data Import / Export > Export Scoring Bands
- For each Band Category define the scoring bands (labels and colors). BandCategory.UniqueName, Color, Name (display name), and Unique.Name are all mandatory



The screenshot shows an Excel spreadsheet titled 'SMBandExport (2).csv - Excel'. The spreadsheet has the following data:

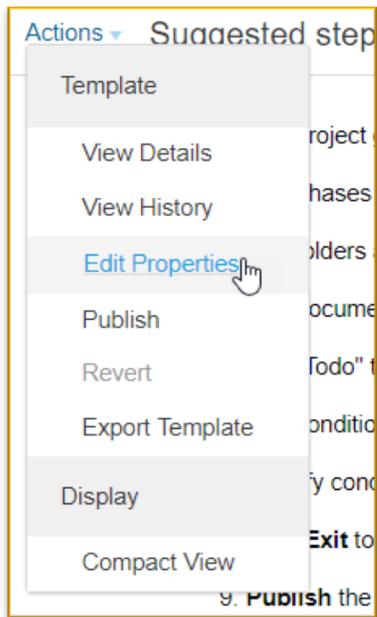
	A	B	C	D	E	F	G	H
1	UTF-8							
2	BandCategory.UniqueName	Color	Description	Name	UniqueName			
9	Compliance	Red	bands for Compliance	Failed	Comp_failed			
10	Compliance	Green	bands for Compliance	Passed	Comp_passed			
11	Compliance	Orange	bands for Compliance	Poor	Comp_poor			
12	Compliance	Yellow	bands for Compliance	Satisfactory	Comp_satisf			
14	Audit	Red	bands for Audit	Failed	Failed			
16	Legal	Red	bands for Legal	Failed	LG_Failed			
17	Legal	Green	bands for Legal	Passed	LG_Passed			
18	Audit	Green	bands for Audit	Passed	Passed			
19	Audit	Orange	bands for Audit	Poor	Poor			
24	Audit	Yellow	bands for Audit	Satisfactory	Satisfactory			
28								

Configuration

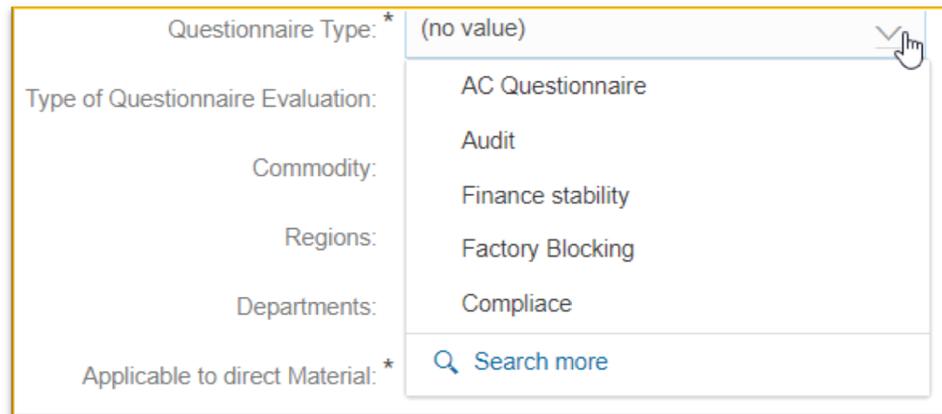
Step 4: Define Modular Questionnaire Template with Scoring

- As a Template Creator go to Administration > Templates and edit or create a Modular Questionnaire Template
- In Overview > Edit Properties, select the Questionnaire Type
- If the Questionnaire Type is Graded, then select the Band Category to be used

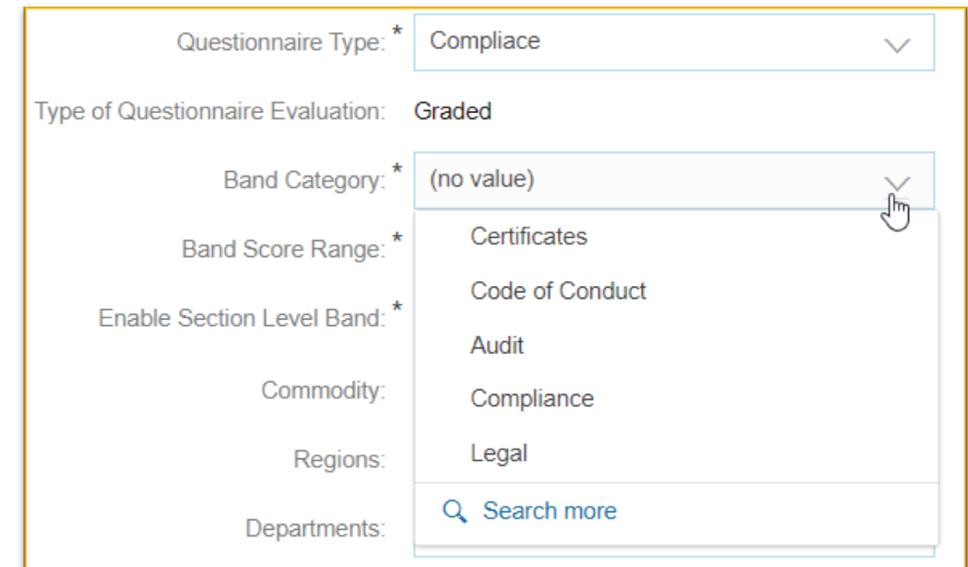
Step 1: Edit Properties



Step 2: Select Questionnaire Type



Step 3: Select Band Category to be used



Configuration

Step 4 Cont'd: Define Modular Questionnaire Template with Scoring

For your selected Band Category, define the numeric Scoring Ranges for each band

Step 4: Define Score Range : From and To values for Band Category

“Score To” value is “not inclusive”

Questionnaire Type: * ▼

Type of Questionnaire Evaluation: Graded

Band Category: * ▼

Band Score Range: *

Band	Score From	Score To
Failed	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Passed	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Poor	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Satisfactory	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>

Enable Section Level Band: * Yes No

Band Score Range: *

Band	Score From	Score To
Failed	<input type="text" value="0.00"/>	<input type="text" value="55.00"/>
Passed	<input type="text" value="80.00"/>	<input type="text" value="100.00"/>
Poor	<input type="text" value="55.00"/>	<input type="text" value="70.00"/>
Satisfactory	<input type="text" value="70.00"/>	<input type="text" value="80.00"/>

Configuration

Step 4 Cont'd: Define Modular Questionnaire Template with Scoring

Step 5: Enable Section Level Band (Optional)

Questionnaire Type: *

Type of Questionnaire Evaluation: Graded

Band Category: *

Band Score Range: *

Band	Score From	Score To
Failed	<input type="text" value="0.00"/>	<input type="text" value="55.00"/>
Passed	<input type="text" value="80.00"/>	<input type="text" value="100.00"/>
Poor	<input type="text" value="55.00"/>	<input type="text" value="70.00"/>
Satisfactory	<input type="text" value="70.00"/>	<input type="text" value="80.00"/>

Enable Section Level Band: * Yes No

- Set the parameter “Enable Section Level Band”
- When this value is set to No, the bandings defined in the Overview will be applied to the Overall Total Score and Section Level Scores
- When this value is set to Yes, you must define bandings for each of the Sections in the Questionnaire (the Overview is used for the Total Score only)

Configuration

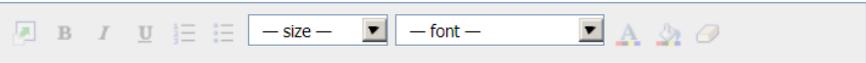
Step 4 Cont'd: Define Modular Questionnaire Template with Scoring

Edit Section

Use sections to organize your content. They are similar to folders or directories.

2 - Security & Risk Management

Name: *

Description: 

Visible to Participant: Yes [i](#)

Team Access Control: (no value) [View Details](#) [i](#)

Band Category: *

Band Score Range: *

Band	Score From	Score To
Failed	<input type="text" value="0.00"/>	<input type="text" value="70.00"/>
Passed	<input type="text" value="70.00"/>	<input type="text" value="100.00"/>

Visibility Conditions: (none) [i](#)

- If the “Enable Section Level Band” parameter is set to Yes, you must define bandings for each of the Sections in the Questionnaire
- The banding defined in Overview is used for the Total Score only

Configuration

Step 5: Questionnaire Rules

- Select “Yes” on Enable Scoring on Participant Responses
- Choose Scoring Type: Percent Based Scoring

Bidding Rules

Enable scoring on participant responses: Yes No ⓘ

Delegated ▾

Default Grading Method: Select ▾ ⓘ

Delegated ▾

Enable blind grading on participant responses: Yes No ⓘ

Delegated ▾

Enable custom offline response: No ▾ ⓘ

Hidden ▾

Choose Scoring Type: Percentage Based Scoring ▾ ⓘ

Delegated ▾

Configuration

Step 6: Define Questionnaire Scoring

1. Select Scoring in the Display chooser
2. Define Pre-Grading
3. For Questions
4. For Section Weights
5. For Question Importance

The screenshot displays the configuration interface for a questionnaire. At the top, it shows 'Maximum points for content: 100' and a 'Customize' button. The main table lists sections and questions with columns for Name, Weight, Importance, Target Grade, Overall %, and Pre-grade. The 'Display' dropdown is set to 'Scoring'. Five yellow circles with numbers 1 through 5 highlight specific configuration points: 1. The 'Display' dropdown menu. 2. The 'Pre-grade' dropdown for the 'Totals' row. 3. The 'Importance' dropdown for question '1.1 Q1'. 4. The 'Weight' input field for 'Compliance Section I'. 5. The 'Importance' dropdown for 'Compliance Section I'. Below the table, there are two sections: '1.1 Q1' and '1.2 Q2'. Each section has a 'Value' column and a 'Grade' column. For '1.1 Q1', the grades are 'Does not meet expectations' (0%), 'Partially meets expectations' (50%), and 'Exceeds expectations' (90%). For '1.2 Q2', the grades are 'From 0 to 5' (100%), 'From 6 to 10' (60%), and 'From 11 to 20' (25%).

Name	Weight	Importance	Target Grade	Overall %	Pre-grade
Totals	100			100%	
1 Compliance Section I	50			50%	
1.1 Q1		1		25%	Yes
Value		Grade			
Does not meet expectations		0%			
Partially meets expectations		50%			
Exceeds expectations		90%			
1.2 Q2		1		25%	Yes
Value		Grade			
From 0 to 5		100%			
From 6 to 10		60%			
From 11 to 20		25%			
2 Compliance Section II	50			50%	
2.1 Area 1	25			12.5%	
2.1.1 Question X		1		12.5%	Yes

Usage

Reviewing and Approving Modular Questionnaires with Scoring

- Bandings are applied to Total Score, Section and Sub-Section Scores

Compliance Score: 65.00 ● [Pending Approval](#)

Supplier: Dover
Category: All Commodities, Food and bever...
Contact: Super User (devnull@devmail.ariba.com)
Region: All
Initiated by: Chad Noll
Department: All
Last Updated: 11/15/2018
Questionnaire Type: Compliance
Expires On: No Expiry

[Process Flow](#) Advanced View

Question	Response	Score
1 Compliance Section I		
1.1 Q1	Partially meets expectations	50.00
1.2 Q2	From 6 to 10	60.00
2 Compliance Section II		
2.1 Area 1		75.00 ●
2.1.1 Question X		50,000,000.00
2.2 Area 2		100.00 ●
2.2.1 Question Y		Yes

Approval for Compliance Score: 65.00 ● [Request Additional Info](#) [Deny](#) [Approve](#)

Supplier: Dover
Category: All Commodities, Food and bever...
Started: November 15, 2018
Contact: Super User (devnull@devmail.ariba.com)
Region: All
Owner: Chad Noll

[Process Flow](#)

Questionnaire	Response	Score
1 Compliance Section I		
		55.00 ●
2 Compliance Section II		
2.1 Area 1		00.00 ●
2.2 Area 2		100.00 ●