



**Australian Government**  
**Department of Defence**  
Capability Acquisition and  
Sustainment Group

# Supplier Rating System

## Supplier briefing & training session

June 2024

**This session will be recorded**





This session will go for 30 minutes



This session is being recorded



There will be an opportunity for questions at the end



Please remain on mute unless asking a question

1. Welcome
2. SRS overview
3. SRS process
4. Supplier participation
5. Next steps
6. Q&A

## The SRS has been designed to:



Provide a holistic view of supplier performance and track supplier performance over time



Be a key input into decision-making



Provide Defence access to enhanced supplier insights, including feedback from suppliers on their performance and operations



Continue to promote and support constructive, transparent partnerships between suppliers and Defence



Evolve iteratively and mature over time, informed by ongoing review and consultation.

## In Round 3 the SRS assessed:



**316**  
**Contracts**



**139**  
**Suppliers**



**≈\$92**  
**Billion**



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



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.



Each supplier will receive an SRS rating reflecting their performance over the previous performance period.

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



Connected, holistic view of supplier performance across contracts



Enable Defence to convert data into insights on delivery risks and opportunities



Create a basis to recognise suppliers consistently meeting or exceeding their contractual commitments



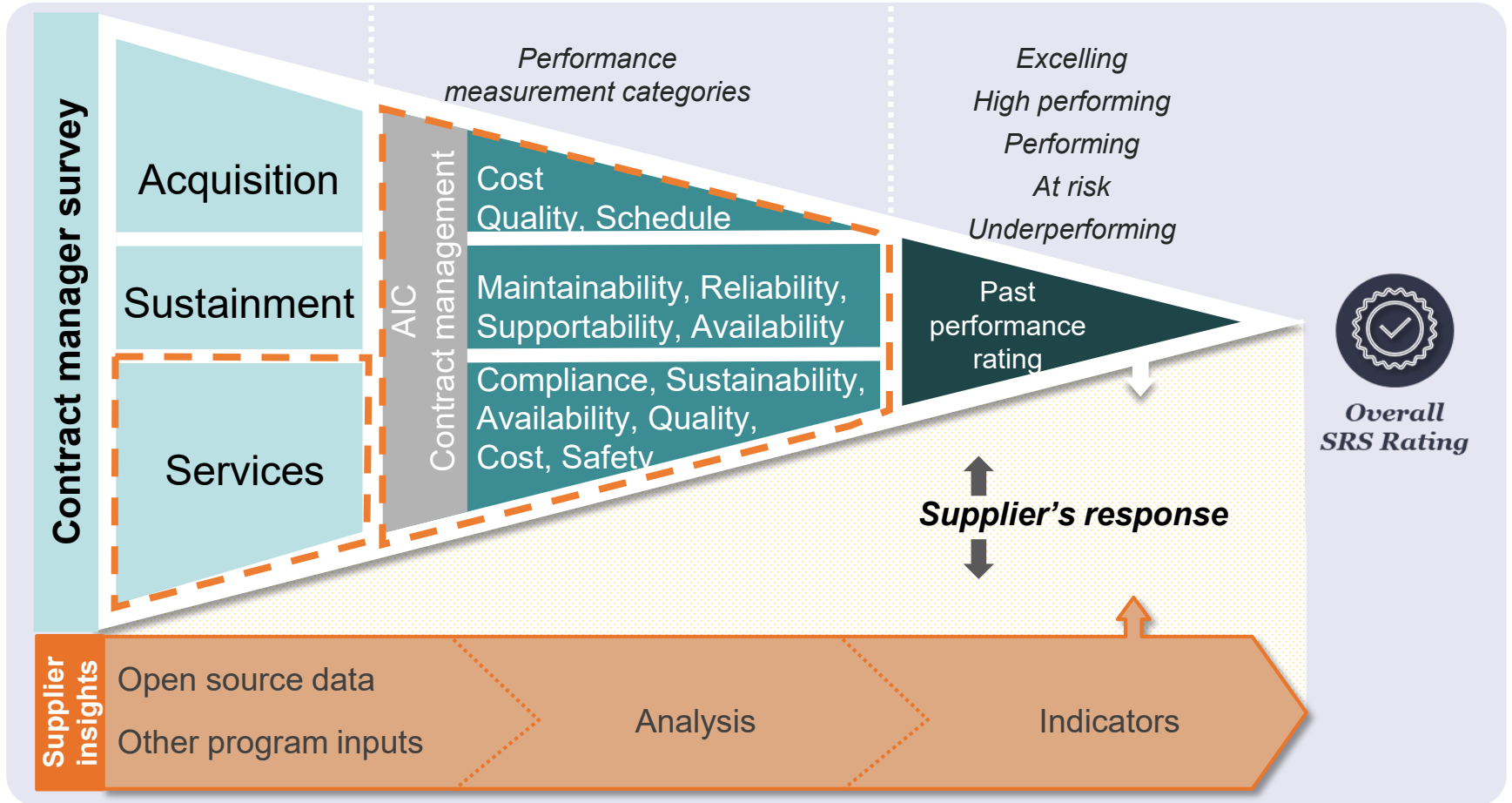
Provide suppliers a 'voice' by seeking suppliers' response to Defence assessment



Inform tender evaluation, procurement and contract management decisions

Defence values relationships with suppliers based on trust and open communication

# What drives an SRS rating?



## Accessing and completing the SRS survey

- ✓ The new environment for round 4 is utilising an online “Survey Manager” environment.
- ✓ For each participating contract, you will receive a link, that link can be used by anyone who has the link, hopefully making it easier for surveys to move around your organisation.
- ✓ The survey should take 30 - 40 minutes to complete.

From: SRS Supplier Survey <[dibevaluations@defencesurveys.com.au](mailto:dibevaluations@defencesurveys.com.au)>  
Sent: Tuesday, 21 May 2024 9:23 AM  
To: Moseley, Gaylene MS <[gaylene.moseley@defence.gov.au](mailto:gaylene.moseley@defence.gov.au)>  
Subject: Supplier Rating System Round 4 - 101Apple CorpBriefing Survey 1

 **EXTERNAL EMAIL:** Do not click any links or open any attachments unless you trust the sender and know the content is safe. 

Dear Test Data ,

Welcome to round 4 and the new online environment for the Supplier Rating System. We hope you find the environment easy to navigate and the briefing/training sessions assist you in completing the survey. You should have already received your Draft performance report for review and as an input for completing this survey.

Please find attached a link to the Supplier phase SRS survey for your completion:

101 : Apple Corp |Briefing Survey 1

[Click here to enter the survey](#)

If clicking this link doesn't work please copy the below link and paste it into your internet browser's address bar.  
<https://defencesurveys.com.au/n/kLsrJgsXJ0kq-w50iQGS0xuVEuZg>

You will need to:

1. Identify the best person in your organisation to complete the survey and forward this email to them for completion. If you are unable to identify someone, please contact us as we may be able to assist
2. Manage and co-ordinate the return of all your surveys by the due date
3. Note that anyone with the link can fill in **and complete** the survey. As the single POC/co-ordination point for your organisation, ensure you have appropriate controls in place to undertake QA/review **before** they are completed. If something goes wrong with the controls, please contact the team ASAP so we can assist you
4. If you are suggesting an alternative rating, ensure you provide supporting commentary and examples for the contract manager to consider
5. If you have multiple surveys to complete, only have **ONE** open at a time in a browser
6. Complete each section displayed to you. You can complete the survey in multiple sessions.

To ensure that we meet the SRS cycle timeline, all surveys must finalised in the environment by close of business **Monday 8th April 2024**.

Please note, no extensions beyond this date are available.

Should you have any questions please engage with the team early via email at [supplier.rating.system@defence.gov.au](mailto:supplier.rating.system@defence.gov.au).

We would like to thank you for your participation in the SRS and are looking forward to your feedback on the new environment.

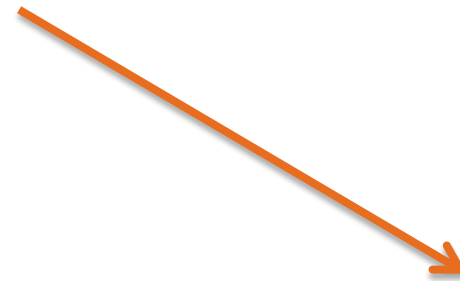
Regards

The SRS Project Team



## ✓ Navigation Tips

- You can complete the survey over multiple sittings using the link on the email you received. If you exit the survey, when you re-enter you will be at the last saved location.
- Only use the navigation buttons within the survey. **DO NOT** use browser navigation, it will exit you from the survey.
- Most questions are mandatory. You cannot exit a section until all mandatory questions are completed.
- Your session will timeout after 60 minutes of navigation inactivity. Re-use the link on the email to re-enter. To commence the survey, please click Next.



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## Supplier Rating System

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Defence

## Performance validation

- Does the category rating reflect your organisation's performance during the performance period?

The category rating is presented down the left hand side of the screen.

Rating	View on rating	Commentary
AIC: <b>High Performing</b>	<input type="text" value="-- Select --"/>	<p>Please provide commentary on any discrepancy.</p> <div style="border: 1px solid gray; padding: 5px; margin-bottom: 5px;"> <p>The text box is expandable, by dragging the lines down.</p> </div> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Contract Management: <b>Excelling</b>	<input type="text" value="-- Select --"/>	
Schedule - Acquisition: <b>Performing</b>	<input type="text" value="Yes - I agree with rating"/>	
Cost - Acquisition: <b>At Risk</b>	<input type="text" value="Disagree - should be Excelling"/>	
Quality - Acquisition: <b>Under Performing</b>	<input type="text" value="Disagree - should be High performing"/>	
	<input type="text" value="Disagree - should be Performing"/>	
	<input type="text" value="Disagree - should be At risk"/>	
	<input type="text" value="Disagree - should be Under performing"/>	
	<input type="text" value="-- Select --"/>	

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**\* Complete all highlighted question(s) below before proceeding to the next section.**

Defence Performance Part 1

2. Assess both the performance and importance of the following elements (that apply) of Defence's contractual performance during the performance period. If an element does not apply, please select N/A in the questions below.

**Performance rating definitions**

- Defence rarely met expectations (<25% of the time)
- Defence sometimes met expectations (25% to <50% of the time)
- Defence mostly met expectations (50% to <75% of the time)
- Defence always met expectations (75% to 100% of the time)

**Importance rating definitions**

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

	Performance during performance period					Importance			
	Defence rarely met expectations	Defence sometimes met expectations	Defence mostly met expectations	Defence always met expectations	N/A	Not important	Important	Very important	N/A
Ensured interdependencies across the program were aligned and organised	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participated in ongoing information sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was responsive to ad hoc queries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Any scope changes were appropriately discussed and resolved	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sensitively managed the supplier's intellectual property	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Assess both the performance and importance of the following elements (that apply) of Defence's contractual performance during the performance period. If an element does not apply, please select N/A in the questions below.

**Performance rating definitions**

- Defence rarely met expectations (<25% of the time)
- Defence sometimes met expectations (25% to <50% of the time)
- Defence mostly met expectations (50% to <75% of the time)
- Defence always met expectations (75% to 100% of the time)

**Importance rating definitions**

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

	Performance during performance period					Importance			
	Defence rarely met expectations	Defence sometimes met expectations	Defence mostly met expectations	Defence always met expectations	N/A	Not important	Important	Very important	N/A
Actively managed risks and issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Made contractual payments accurately and on time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provided appropriate access to supporting tools, templates and systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applied advanced commercial acumen in managing the contract	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Supported access to key personnel and technical subject matter experts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other category	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## ✓ Internal Factors

### Supplier Rating System

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#### Internal factors

11. Identify up to 3 **internal** factors impacting your organisation's performance during the performance period and indicate if it has had a positive or negative effect.

Select up to 3 factors below.

Workforce ⓘ

Financial ⓘ

Workforce refers to the capability and capacity of the supplier's staff.

Corporate governance ⓘ

Management ⓘ

Technology ⓘ

Litigation, security or other reputational issues ⓘ

Location, facilities, assets ⓘ

None of the above

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## ✓ External Factors

### Supplier Rating System

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#### External factors

15. Identify up to 3 **external** factors impacting your organisation's performance during the performance period and indicate if it has had a positive or negative effect.

Select up to 3 factors below.

Supply chain ⓘ

External markets events ⓘ

Force majeure ⓘ

Scope changes ⓘ

None of the above

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Your survey is nearly complete.

- ✓ **Completing the Survey** - If you would like to amend your responses, click on the review button which will take you back to the first page of the survey.

If you are **NOT** the designated POC for your entire organisation do not finalise the survey, advise the POC that it is completed for them to review.

If you **ARE** the POC for your entire organisation, pressing finalise will send the survey response back to Defence and future access will be unavailable.

Review

Do not finalise unless you authorised to send back to Defence

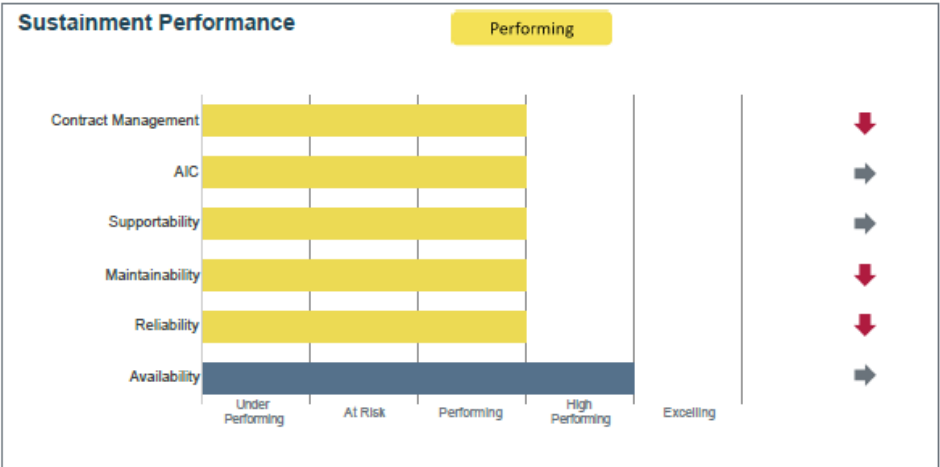
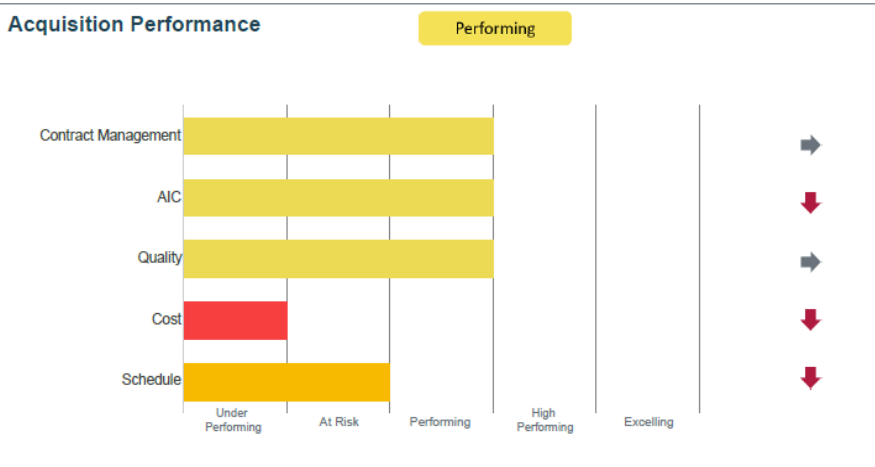
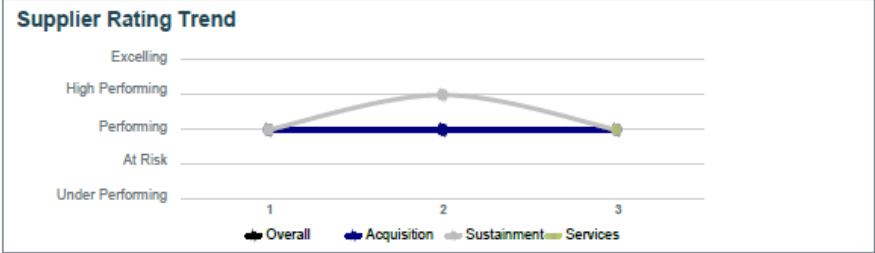
# Supplier Summary Report Dashboard

## Supplier: SRS Incorporated (USI123456)

Round 3 – 202304 – 202309  
 Contracts in SRS Threshold: 15

### Past Performance Rating

Overall	Performance	# of Contracts
Overall	Performing	15
Tier 1 (+\$400M)	At Risk	1
Tier 2 (\$165M - \$400M)	High Performing	9
Tier 3 (\$60M - \$165M)	Performing	4
Tier 4 (\$20M - \$60M)	Performing	1



## Supplier Summary Report – All Contracts by Rating


 Supplier Rating System (SRS)  
 Supplier Summary Report

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Supplier: **SRS Incorporated**

Round 3 - 202304 - 202309

Contracts in SRS Threshold: 18

Round Rating

## Performance All Contracts sorted by Rating

Contract	Group	Domain/Division	Tier	Contract Name	Supplier	Project	Contract Type	Rating	Trend
001	NSSG	Major Surface Combat	2	Ship Life rafts	SRS Incorporated	CN222	Acquisition	Excelling	→
0210	CASG	Air	1	Captain Training Services	SRS Inc	VB14	Sustainment	Under Performing	↓
042	GWEO	Joint	3	Advanced Scuba Testing & Training	SRS Incorporated	NJ67	Services	At Risk	-
099	CASG	Land	4	Mine Seeking equipment	SRS Incorporated	ZZ88	Sustainment	High Performing	↑
766	NSSG	Specialist Ships	1	Tow Boat Piloting Activities	SRS INC	LP81	Services	Performing	-
0123	GWEO	Joint	1	Development, design and testing	SRS Incorporated	NJ67	Services	At Risk	-
555	GWEO	Munitions	1	Munitions for new Acquisition	SRS Incorporated	CC93	Acquisition	Excelling	↑

Shows Groups and Domain/Division

Contract Tier as described on page 1

Shows change from previous round. A hyphen - denotes New or changed survey type



## Supplier Rating System (SRS) Supplier Summary Report

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Supplier: **SRS Incorporated**

Round 3 - 202304 - 202309

Contracts in SRS Threshold: 18

### Detailed Performance of Sustainment Contracts

Contract Name	Supplier	Project	Group	Domain / Division	Contract Rating	Trend	Contract Management	AIC	Supportability	Maintainability	Reliability	Availability
			CASG	AIR	Performing	↓	High Performing	Performing	Performing	High Performing	Performing	High Performing
			CASG	AIR	Performing	↑	Performing	Performing	Not Applicable	Not Applicable	Not Applicable	Not Applicable
			CASG	AIR	Performing	-	Performing	Performing	Not Applicable	Not Applicable	Not Applicable	Not Applicable
			CASG	AIR	Performing	→	Performing	Performing	Not Applicable	Performing	Not Applicable	Performing
			CASG	AIR	Performing	→	Performing	Performing	Not Applicable	Not Applicable	Not Applicable	Not Applicable

Individual PMC Rating per contract





## Supplier Rating System (SRS) Supplier Summary Report

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### Supplier:

Contract:  
Contract Type: **Acquisition (Project)**  
Group: **CASG** Domain: **AIR DOMAIN**

PMC	Contract Rating	Performance Statement	Additional Commentary
AIC	Not Applicable		
<b>Contract Management</b>	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. The supplier has delivered within the relationship management requirements in place at the beginning of the reporting period and has met the requirements and expectations. The supplier has delivered within the best for Defence requirements in place at the beginning of the reporting period and has met the requirements and expectations.	Supplier has met requirements to expected standards for this reporting period Supplier has maintained regular, routine communications in a collaborative manner through this reporting period. Supplier has strived to deliver sufficient outcomes throughout reporting period.
<b>Schedule</b>	Performing	The supplier has not delivered within the schedule requirements in place at the beginning of the reporting period. While the variation from these requirements may or may not have been within their control, the supplier did plan to address the requirements. The supplier has met the agreed requirements to address the variation in schedule requirements due within this reporting period.	... was delivered later than contracted schedule. ... hardware procurement supply chain delays.
<b>Cost</b>	Under Performing	The supplier has not delivered within the cost requirements in place at the beginning of the reporting period. The variation was within their control and had a critical impact on Defence Capability. The supplier actively planned to address the variation. However, the plan was not adequate.	Substantial cost increase to deliverables subject to on-going negotiation.
<b>Quality</b>	High Performing	The supplier has delivered within the quality requirements in place at the beginning of the reporting period and has met all and exceeded some of the quality requirements and expectations. Defence received a benefit through the supplier exceeding some of the quality requirements and there were no related negative impacts to Defence capability or other contract elements.	ICT accreditation package has been noted to be of excellent standard as informed by Accreditation Authority - Defence ICT Security Branch

Individual  
PMC Rating  
for contract

Generated Statements based  
on survey response pathway

Specific commentary from  
Contract Manager if provided

## Supplier SRS survey



### **Performance validation**

Identify any perceived inaccuracies in Defence's ratings



### **Assessment of Defence's performance**

Assess the performance and importance of Defence's contractual performance and displayed behaviours



### **Supplier context**

Rate internal and external factors impacting your performance and any mitigation strategies in place



SRS Supplier  
Training



Receiving of  
Surveys & Draft  
Reports



Final  
Reports

You will receive a copy of  
your draft performance  
reports and corresponding  
SRS surveys mid June  
2024

Final Reports  
released in  
Aug/Sept



Contact [supplier.rating.system@defence.gov.au](mailto:supplier.rating.system@defence.gov.au)



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