



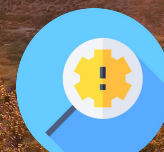
ZSN - iRisk (Perform) Supplier Guide

January, 2024

Digital procurement solution

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**iRisk
(Perform)**



iRisk - related glossary

ZSN : Zycus Supplier Network. It's the DPS application, but from Supplier's Point of View.

iRisk (Perform) : module which enables the supplier to 1) evaluate Air Liquide performance and 2) complete the development programs initiated by Air Liquide.

Key Indicator (KI) : as part of a 360° evaluation, suppliers will be invited to evaluate Air Liquide performance based on some key indicators, such as Quality (Product or Services) ; Logistics & Service ; Innovation & Continuous Improvement ; Purchasing & Commercial Attitude ; Safety/Cybersecurity and Sustainable Development

Scorecard : consists of multiple KIs and is used by suppliers to evaluate Air Liquide's performance.

Respondent : The respondents are the invitees that an event owner invite to answer to the scorecard.

0 Overview of ZSN



Access to the platform

- **0.1 Overview**
- **0.2 Scoring Events**
- **0.3 Development Program**

0.1 Access to the platform Overview



Home

All Customers ▾

My Dashboard

1 Air Liquide
Air Liquide

SPIE

Incomplete Profiles (0)

Pending Completion

All profiles have been completed

Home ▸ Account

2 Air Liquide Air Liquide

ACCOUNT EVENTS CONTRACTS **RISK/PERFORMANCE** MY REQUESTS REFERENCE DOCUMENTS

MY REQUESTS MY COMPANIES COMPLETED REQUESTS MY ALERTS

No Data Available

Show records 10 ▾

Once logged in, you arrive in the main screen of ZSN.

1. You can access to Air Liquide account by clicking on the 'Air Liquide' option on left hand side
2. Once you click on it, another page with multiple options can be seen. Select Risk/Performance to access iRisk (Perform)

0.2 Access to the platform

Scoring Events



1

ACCOUNTS EVENTS CONTRACTS **RISK/PERFORMANCE** REQUESTS REFERENCE DOCUMENTS

SCORING RISK AND PERFORMANCE REPORTS SCARS ANALYSIS DEVELOPMENT PROGRAMS TASK AND MILESTONES < >

You are here : Score Event

Score Events

This is a list of Events (Surveys) that you have been invited to score. You can click on **Respond** button to score **In Progress** events .

Clear All Filters

Name	Type	Scorecard Name	Owner	Supplier Name(GSID)	End Time	Status	Submission Status	Actions
<input type="text" value="Name"/>		<input type="text" value="Scorecard Na..."/>	<input type="text" value="Owner"/>	<input type="text" value="Supplier Na..."/>		<input type="text" value="Filter"/>		
Test Event 10.13	Performance Event	Supplier Performance Evaluation - External	Tony Stark	Test Workshop Supplier 10.07.2023(157721)	14/12/2023 23:25	In Progress	Pending	Respond Delegate

2

Please enter the name and email id of the person to whom you want to delegate the event/assessment:

Name:*

Email Address:*

An email will be sent to this email address with a link to access the survey. The response will be submitted on your behalf and only 1 submission will be allowed.

[Delegate](#) [Cancel](#)

3

Select Air Liquide > Risk Performance

1. Select **'Scoring'** to view all the Events you've been invited to.
2. **Delegate** functionality allows the supplier to assign the scoring of task to someone else.
3. Once Delegate option is selected a pop up shows up. The supplier can fill in the Name and Email Address of the person they want to delegate the scoring to
4. Click on Respond to provide scores to the event

0.3 Access to the platform Development Programs



ACCOUNTS EVENTS CONTRACTS **RISK/PERFORMANCE** REQUESTS REFERENCE DOCUMENTS

SCORING RISK AND PERFORMANCE REPORTS SCARS ANALYSIS **DEVELOPMENT PROGRAMS** TASK AND MILESTONES < >

You are here : Supplier Development Programs

1

Program Title	Supplier Name	GSID	Goal	Owner	Status	Start Date	End Date	Actions
Wave 1 UAT	Test Workshop Supplier 10.07.2023	157721	Type the program goal "Reduce Costs"	Shweta UTEKAR	Execute	30/10/2023	31/10/2023	Edit
shweta 1	Test Devesh Potential	67207	Improve Safety	Shweta UTEKAR	Closed	29/10/2023	09/11/2023	Edit
Test Program	Test Workshop Supplier 10.07.2023	157721	3	Tony Stark	Execute	16/10/2023	30/11/2023	Edit
Test Link 03.08.2023	Test Workshop Supplier 10.07.2023	157721	Performance Improvement	Company Admin	Conclude	03/08/2023	31/08/2023	Edit

Display 10 Records Page 1 of 1

2

Select Air Liquide > Risk/Performance

1. Click on **Development Programs**. You will see all the Programs the Improvement programs that have been shared with you
2. Click on **Edit** on the right corner to view or update the program

This user guide is divided in 2 main parts to cover all functionalities of the module



1. PERFORMANCE EVALUATION

1.1 Score the performance evaluation events

- Access the performance evaluation (from email)
- Access the performance evaluation (directly through ZSN)

2. DEVELOPMENT PROGRAM

2.1 Update Milestones and Tasks

1 Performance Evaluation



1. PERFORMANCE EVALUATION

2. DEVELOPMENT PROGRAM

1.1 Score the performance evaluation events

- Access the performance evaluation (from email)
- Access the performance evaluation (directly through ZSN)

1.1 Score the performance evaluation events (1/5)

Starting from the email

Note : This email is only for test triggered from non production environment. It is not a production email.

Dear Devesh Singh,

You have been invited by **Tony Stark** to score the Event **Test 11.12**. The Event is open for scoring until **12/12/2023 23:55 (GMT+05:30) India Standard Time**.

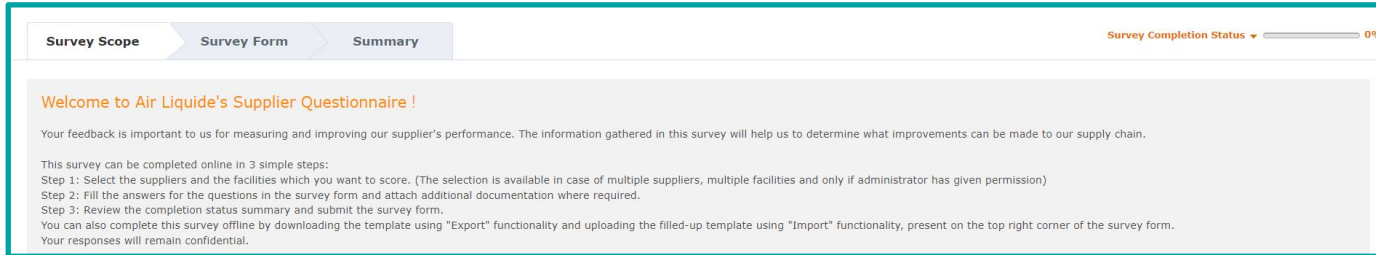
You can view and score the Event, by following the link below or pasting it in your browser. This is an external link and you will not be required to log in.

<https://spm-staging.zycus.com/spm/score.do?key=1702297399151>

You can also log into the Supplier Portal to view and score the Event, by following the link below or pasting it in your browser.

<https://staging-zsn.zycus.com>

1



The screenshot shows a web interface for a supplier questionnaire. At the top, there are three tabs: "Survey Scope", "Survey Form", and "Summary". To the right, it says "Survey Completion Status" with a progress bar at 0%. Below the tabs, there is a heading "Welcome to Air Liquide's Supplier Questionnaire !" followed by a paragraph: "Your feedback is important to us for measuring and improving our supplier's performance. The information gathered in this survey will help us to determine what improvements can be made to our supply chain." Below this, it states "This survey can be completed online in 3 simple steps:" and lists three steps: Step 1: Select the suppliers and the facilities which you want to score. (The selection is available in case of multiple suppliers, multiple facilities and only if administrator has given permission) Step 2: Fill the answers for the questions in the survey form and attach additional documentation where required. Step 3: Review the completion status summary and submit the survey form. It also mentions an offline option: "You can also complete this survey offline by downloading the template using 'Export' functionality and uploading the filled-up template using 'Import' functionality, present on the top right corner of the survey form. Your responses will remain confidential."

2

Once the supplier is invited to be a part of an performance event, an auto generated email displayed on the screen is received by them.

1. To launch the questionnaire, you can click on the first link in the invitation email. You'll not be asked to login.

2. You can also click on the second

1.1 Score the performance evaluation events (2/5)

Starting from the email : Launching the survey on ZSN Platform

* indicates Mandatory

Evaluation Period: 01/11/2022 To 31/10/2023

Facilities* : ail_Facility 1

Suppliers* : Test Workshop Supplier 10.07.2023 (GSID: 157721)

2

Scoring Layout* : Suppliers Facilities

Facilities Suppliers

Survey form layout will be generated based on your layout preference.

3

Save and Continue | Save and Close | Exit

1. The Facility and Supplier (your name) will already be filled in
2. Select the Scoring Layout

1.1 Score the performance evaluation events (3/5)

Starting from the email : Launching the questionnaire



Get Started with Survey Form.

Don't Show This Message again 1

Survey Scope Summary

Suppliers (GSID)

Search Suppliers... Clear

- EDF (8321)
 - all_Facility
 - Quality (Product or Services)
 - Logistics & Service
 - Innovation & Continuous Improvement
 - Purchasing & Commercial Attitude
 - Safety/Cybersecurity and sustainable ...
- GDF SUEZ ENERGIE S.P.A. (55347)
- TOTALENERGIES MARKETING SERVICES (54325)

Supplier: EDF | GSID: 8321 | Facility: all_Fac... | KI: Quality... | Type: Performance Event

Filter questions based on their Completion Status

Question Status All (111)

Respond to Multiple Suppliers in one go using question level option *Sign and Red color indicates Mandatory

Survey Form Tree View helps to

1. Track how many Suppliers/ Facilities / KIs are complete
2. Search required Supplier / Facility to respond to their survey.
3. Filter Supplier / Facility based on their survey completion status.
4. Expand and collapse tree view.

Loading KI Data...

Respond to questions with Comments and attachments

Save or submit Survey responses

Complete Partially Complete Incomplete

Save and Continue Submit Responses Save Exit

Need Help ?

You'll be redirected to this page.

You can find instructions on this loading page.

1. To start answering, click on OK

THIS DOCUMENT IS INTERNAL

0. INTRODUCTION

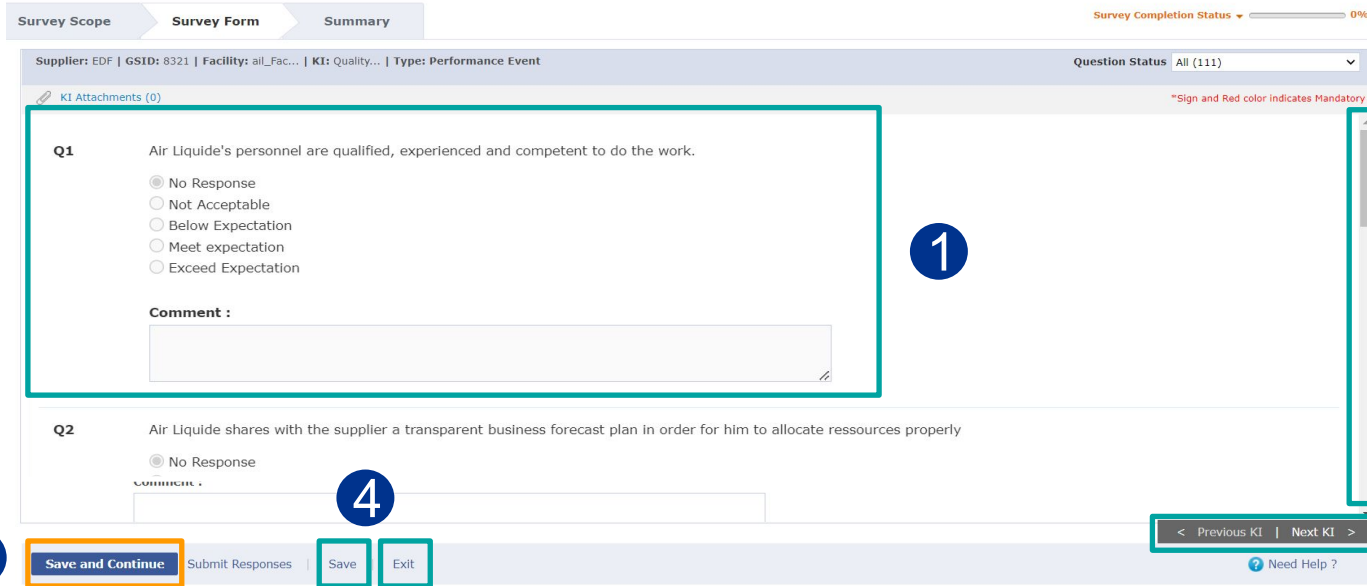
1. PERFORMANCE EVALUATION

2. REPORTING

3. DEVELOPMENT PROGRAM

1.1 Score the performance evaluation events (4/5)

Starting from the email : Answer and save your entry



Survey Scope | Survey Form | Summary

Supplier: EDF | GSID: 8321 | Facility: air_Fac... | KI: Quality... | Type: Performance Event

Question Status All (111)

KI Attachments (0)

*Sign and Red color Indicates Mandatory

Q1 Air Liquide's personnel are qualified, experienced and competent to do the work.

No Response
 Not Acceptable
 Below Expectation
 Meet expectation
 Exceed Expectation

Comment :

Q2 Air Liquide shares with the supplier a transparent business forecast plan in order for him to allocate resources properly

No Response

Comment :

Save and Continue | Submit Responses | Save | Exit

< Previous KI | Next KI >

Need Help ?

1. Start answering the questions by ticking the box.
2. Scroll down to answer to all the questions of this page. Make sure you didn't miss any.
3. **To move to the next Key Indicator (KI), click on the button 'Next KI'.** You can use the 'Previous KI' button to go back to the previous KI.
Note: After you've answered all the questions and are on the last KI, the 'Next KI' option will be greyed out.
4. You can click on Save to Save your answers and come back later, or you can click on Exit, a popup message will appear to ask you if you want to save. Click on Yes or No according to your need.
5. Click on **Save and Continue and move to the next slides** if you answered to all the questions, for all KI. **If not, do not click on it !**

1.1 Score the performance evaluation events (5/5)

Starting from the email : Submit Responses

Survey Scope > Survey Form > **Summary** 1 Survey Completion Status 0%

Please check the Summary of this survey below and ensure that all unanswered questions for each supplier, facility and KI are complete. You can directly jump to the unanswered questions by clicking on the link present in corresponding columns.

Complete Partially Complete Incomplete Filter By All

Supplier Name	GSID	Facility Name	KI Name	Overall Completion Status	Total Questions	Total Unanswered Questions	Total Mandatory Questions	Mandatory Unanswered Questions
Test Workshop Supplier 1...	157721	0 completed out of 1 2						
		all Facility	0 completed out of 5		37	37	5	5

Display 10 Records Page 1 of 1

3 **Submit Responses** Exit Need Help ?

Confirm X

Once you submit your scores, your scores will be saved in the system for supplier evaluation. You will be allowed to make changes to your submission and re-submit your scores till 08/11/2022 23:55.

4 **Continue** Cancel

Responses Submitted Successfully.

You have successfully Submitted your Responses for this Event. You can Modify your Responses while this Event is In-progress till 08/11/2022 23:55. If you choose to Modify your Responses, please ensure you Submit them again. If NOT Submitted, your Responses will not be considered for Supplier Evaluation.

View your Responses.
Modify responses.

5

1. After clicking on the Continue button, you'll be redirected to the Summary. This is the final step before submitting your answers.
2. Make sure you have the value "X completed Out of Y" where Y is the total number of suppliers you are performing a Performance Evaluation Event.
3. Click on **Submit**.
4. Click on Continue.
5. A popup window will appear : You can modify your answers or come back later.

1.1 Score the performance evaluation events

Starting from ZSN : Overview of the Scoring Section (1/4)


1


ACCOUNTS EVENTS CONTRACTS **RISK/PERFORMANCE** REQUESTS REFERENCE DOCUMENTS


SCORING RISK AND PERFORMANCE REPORTS SCARS ANALYSIS DEVELOPMENT PROGRAMS TASK AND MILESTONES < >

You are here : Score Event

Score Events

 This is a list of Events (Surveys) that you have been invited to score. You can click on **Respond** button to score **In Progress** events .

 Clear All Filters

Name	Type	Scorecard Name	Owner	Supplier Name(GSID)	End Time	Status	Submission Status	Actions
<input type="text" value="Name"/>		<input type="text" value="Scorecard Na..."/>	<input type="text" value="Owner"/>	<input type="text" value="Supplier Na..."/>		 Filter		
Test Event 10.13	Performance Event	Supplier Performance Evaluation - External	Tony Stark	Test Workshop Supplier 10.07.2023(157721)	14/12/2023 23:25	In Progress	Pending	Respond Delegate

1. After the event is **published**, the **supplier** can find the event in the **Scoring** section under Risk/Performance
2. You can use the **search bar** to find you your event
3. Click on **Respond** to launch the

1.1 Score the performance evaluation events

Starting from ZSN: launch the questionnaire (2/4)



Welcome to Air Liquide's Supplier Questionnaire !

Your feedback is important to us for measuring and improving our supplier's performance. The information gathered in this survey will help us to determine what improvements can be made to our supply chain.

This survey can be completed online in 3 simple steps:

Step 1: Select the suppliers and the facilities which you want to score. (The selection is available in case of multiple suppliers, multiple facilities and only if administrator has given permission)

Step 2: Fill the answers for the questions in the survey form and attach additional documentation where required.

Step 3: Review the completion status summary and submit the survey form.

You can also complete this survey offline by downloading the template using "Export" functionality and uploading the filled-up template using "Import" functionality, present on the top right corner of the survey form.

Your responses will remain confidential.

Thank you for participating in this survey.

* indicates Mandatory

Evaluation Period: 01/11/2022 To 31/10/2023

Facilities* : all_Facility

Suppliers* : Test Workshop Supplier 10.07.2023 (GSID: 157721)

Scoring Layout* : Suppliers Facilities
Facilities Suppliers

Survey form layout will be generated based on your layout preference.

1

2

Save and Continue

Save and Close

Exit

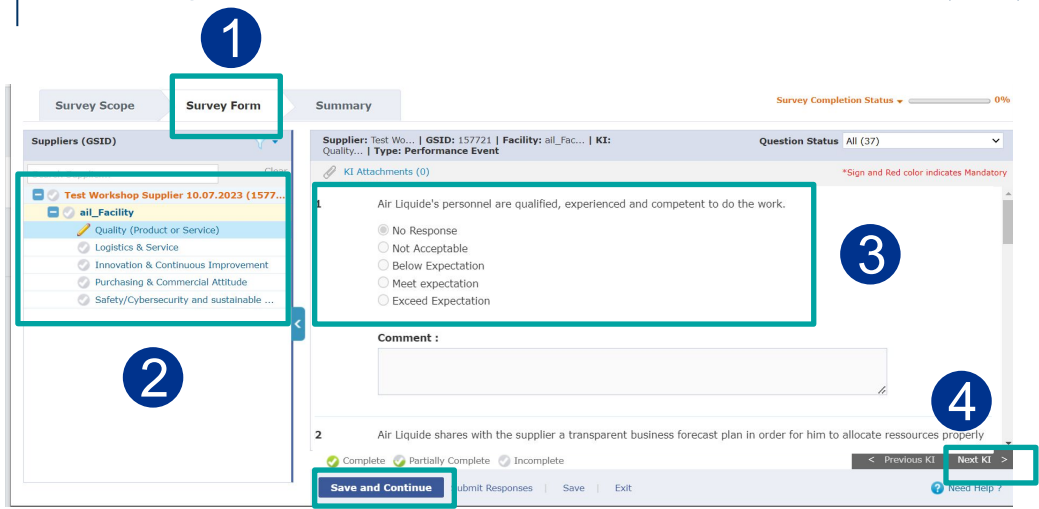
Need Help ?

After clicking on the Respond button, you'll be redirected to the Survey Scope. To start answering the questionnaire, you'll have to choose the facility and the suppliers :

1. Select the **Scoring Layout**
2. Click on **Continue** to start answering

1.1 Score the performance evaluation events

Starting from ZSN : Answer to the questions (3/4)



The screenshot shows a survey form interface. At the top, there are tabs for 'Survey Scope', 'Survey Form' (highlighted with a blue circle 1), and 'Summary'. Below the tabs, there's a header with 'Supplier: Test Wo...', 'GSID: 157721', 'Facility: all_Fac...', and 'KI:'. A 'Question Status' dropdown is set to 'All (37)'. On the left, a list of 'Suppliers (GSID)' is shown, with 'Test Workshop Supplier 10.07.2023 (1577...)' selected. Below this, a list of categories is shown, including 'Quality (Product or Service)', 'Logistics & Service', 'Innovation & Continuous Improvement', 'Purchasing & Commercial Attitude', and 'Safety/Cybersecurity and sustainable ...'. The main content area displays a question: 'Air Liquide's personnel are qualified, experienced and competent to do the work.' with five radio button options: 'No Response', 'Not Acceptable', 'Below Expectation', 'Meet expectation', and 'Exceed Expectation'. Below the question is a 'Comment' text area. At the bottom, there are navigation buttons: 'Save and Continue' (highlighted with a blue circle 5), 'Submit Responses', 'Save', and 'Exit'. There are also 'Previous KI' and 'Next KI' buttons (highlighted with a blue circle 4). A 'Need Help?' link is also visible.

1. This is the Survey Form, where you can answer to the questions. You'll have to answer to all the questions for the selected scorecard.
2. On the left side of the screen, you'll find an indication about the **Key Indicator** you're answering the questions.
3. Tick the boxes to answer and give a "score" to the questions.

Note : The system automatically inserts "no response" option for questions marked as "non-mandatory." And "no response" option does not apply to questions marked as "mandatory." In the case of mandatory questions, a valid response must be provided

4. Scroll down to the next questions. When you're done with this page, you'll have to go the next one. **Don't click on continue** but on the **Next KI** on the bottom of the page.
5. When you're done answering all the questions, for all KI, you can click on **Save and continue**. The next screen will allow you to submit your entry.

1.1 Score the performance evaluation events

Starting from ZSN: Submit the answers (4/4)

Survey Scope > Survey Form > **Summary** 1 Survey Completion Status 0%

Please check the Summary of this survey below and ensure that all unanswered questions for each supplier, facility and KI are complete. You can directly jump to the unanswered questions by clicking on the link present in corresponding columns.

Complete Partially Complete Incomplete Filter By All

Supplier Name	GSID	Facility Name	KI Name	Overall Completion Status	Total Questions	Total Unanswered Questions	Total Mandatory Questions	Mandatory Unanswered Questions
Test Workshop Supplier 1...	157721	0 completed out of 1 2						
		all Facility	0 completed out of 5	<div style="width: 0%;"></div>	37	37	5	5

Display 10 Records Page 1 of 1

3 **Submit Responses** Exit Need Help ?

Confirm X

Once you submit your scores, your scores will be saved in the system for supplier evaluation. You will be allowed to make changes to your submission and re-submit your scores till 08/11/2022 23:55.

4 **Continue** Cancel

Confirm X

Once you submit your scores, your scores will be saved in the system for supplier evaluation. You will be allowed to make changes to your submission and re-submit your scores till 19/12/2023 23:55.

5 **Continue** Cancel

1. After clicking on the Continue button, you'll be redirected to the Summary. This is the final step before submitting your answers.
2. Make sure you have the value " **X completed Out of Y**" where Y is the total number of suppliers you are performing a Performance Evaluation Event.
3. Click on **Submit**..
4. Click on Continue
5. A popup window will appear : You can modify your answers or come back later

2 Development Program



1. PERFORMANCE EVALUATION

2. DEVELOPMENT PROGRAM

2.1 Update a Development Program

- Update Tasks and Milestones
- Edit Development Program



2.1 Update Task and Milestone (1/3)

Access to Tasks and Milestone



Home

ACCOUNTS EVENTS CONTRACTS **RISK/PERFORMANCE** REQUESTS REFERENCE DOCUMENTS

SCORING RISK AND PERFORMANCE REPORTS SCARS ANALYSIS DEVELOPMENT PROGRAMS **TASK AND MILESTONES**

1

You are here : Milestone & Task **2**

Today:11/12/2023

Active Tasks/Milestones (0) Overdue Tasks/Milestones (1) Upcoming Tasks/Milestone... (0)

3

4

Task 16.10.2023
Overdue by : 46 days
Start Date: 16/10/2023
End Date: 25/10/2023

Program: Test Program
Owner: Tony Stark
Supplier: Test Workshop Supplier 10.07.2023
GSID: 157721
Start Date: 16/10/2023 , End Date: 30/11/2023

Task Details

Name:* Task 16.10.2023

Description:

Owner:* Test Workshop User

Parent Milestone:

Task Type: Default Task Type

Schedule Start Date:* 16/10/2023

Schedule End Date:* 25/10/2023

1. Click on Risk/Performance > Tasks and Milestones
2. Supplier will find three tabs showcasing Active, Overdue and Upcoming Tasks and Milestones
3. Click on Overdue Tasks/Milestones to see all the Tasks that are to be updated. You can see these tasks on the left hand side screen.
4. Once you click on any of these tasks, on the right side of the page the Program under which the task is tagged open up. You can see all the Program details : name, start date, type of program etc here.

2.1 Update Tasks and Milestone (2/3)

Update the Status



Task Details

Name:*

Description:

Owner:*

Parent Milestone:

Task Type:

Schedule Start Date:*

Schedule End Date:*

Status: **1**

Completion Date: **2**

Resources:

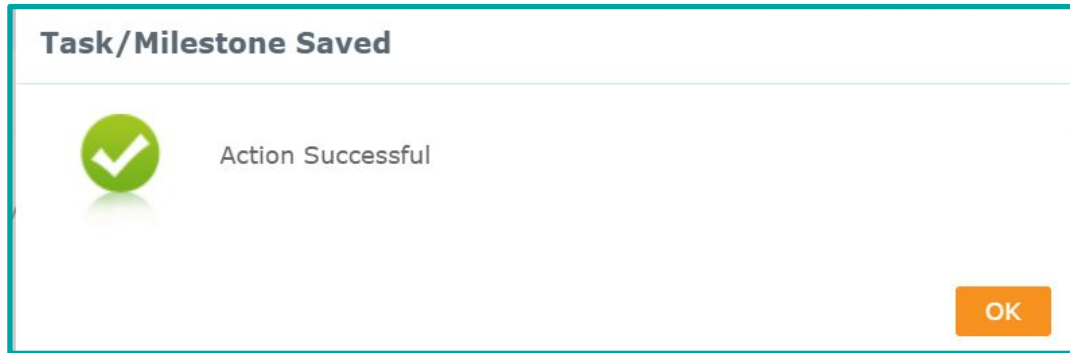
3

Scroll down to Task Details segment

1. You will see Status option available. Click on the dropdown and select the relevant status of the task from the available menu.
2. As soon as the status is updated, The date will be automatically be captured against the updation
3. Click on Save to save the updates made

2.1 Update Tasks and Milestone (3/3)

Action Successful



1

A pop up will appear, notifying the updates for Task/Milestone is successfully saved!

2.1 Edit Development Program (1/4)

View Program Details



1

Program Details Documents Milestones & Tasks

Program Title: * Supplier Development Program AL

Goal: Quality Improvement

Supplier Name: * UAT Supplier AL(GSID: 158036)

Scorecards

Scorecards	Current Score	Target Score	Actions
Supplier Performance Evaluation - External	NA	2.49	Performance Report Delete

KIs

KI	Current Score	Target Score	Actions
Quality (Product or Service)	1.17	2.49	Performance Report Delete

Continue | Close

2

Select Air Liquide > Risk/Performance > Development Program > Click on 'Edit'

1. Click on Program Details tab
2. You can see all the details of the development program like title, goal of the program, scorecard and KIs etc.

2.1 Edit Development Program (2/4)

View Milestone and Task



Program Details Documents **Milestones & Tasks** 1

Program Title: Supplier Development Progra... Supplier Name: UAT Supplier AL GSID: 158036 Stage: Execute Scorecards: 1 | KIs: 1

Program Benefits: Performance Improvement - Quality, Performance Improvement - CSR, Safety, Compliance

Milestones & Tasks

Schedule Start Date:* 19/12/2023 Schedule End Date:* 20/12/2023

2 + Add Milestone + Add Task

Name	Owner	Status	Start Date	End Date	Completion Date	Action
3 Improve Goods Quality	Devesh Singh	Not Started	19/12/2023	19/12/2023		4 Actions Add Task Edit Delete
Benchmarking of goods quality	Devesh Singh	Not Started	19/12/2023	19/12/2023		

Legends Milestone Task Sub Task

Save and Close | Cancel

1. Click on Milestones and Tasks tab
2. You add a new milestone or task for yourself under the development program
3. You can also see the Task and Subtasks along with the owner (AL user or you), status, start and end date details
4. Click on the 'Action' drop down next to the task. Select 'Edit'. Move to the next slide

2.1 Edit Development Program (3/4)

Update Milestone and Task details



Edit Milestone ✕

Name:* Description:

Owner:*

Schedule Start Date:* Schedule End Date:*

Status: 1 Completion Date:

Attachments: 3

Click "Upload Files" and select one or more files to upload.

Conclude Milestone: 4

5

2

Completed ▾

Not Started

In Progress

Parked

Completed

1. You will see Status option available. Click on the dropdown arrow
2. And select the relevant status of the task from the available menu.
3. You can upload the relevant attachments as proof of completing the task with the help of 'Upload Files' option
4. Use the Conclude Milestone free text box to add more details
5. Click on Done. Move to next slide

2.1 Edit Development Program (4/4)

Check status and Save



Schedule Start Date:* 19/12/2023 Schedule End Date:* 20/12/2023

[+ Add Milestone](#) [+ Add Task](#)

Name	Owner	Status	Start Date	End Date	Completion Date	Action
Improve Goods Quality	Devesh Singh	Completed	19/12/2023	19/12/2023	19/12/2023	Actions ▾
Benchmarking of goods quality	Devesh Singh	Completed	19/12/2023	19/12/2023	19/12/2023	Actions ▾

Legends Milestone Task Sub Task

[Save and Close](#) [Cancel](#)

1 **2** **3**

You will be redirected to the Task and Milestone tab

1. Repeat the same updation process for all tasks or sub tasks
2. Once that is done, check the 'Status' to ensure everything is updated and complete
3. Click on Save and Close. You've successfully completed the Development Program!