



Subjective Rating Scales

1 Introduction

Note: Nothing in this standard supercedes applicable laws and regulations.

Note: In the event of conflict between the English and domestic language, the English language shall take precedence.

1.1 Purpose. To provide a uniform scale for all types of subjective evaluations.

1.2 Applicability. This procedure is applicable to passenger cars and light duty trucks.

2 References

Note: Only the latest approved standards are applicable unless otherwise specified.

2.1 External Standards/Specifications.

None

2.2 GM Standards/Specifications.

GMW15562 (ID)

(ID) = This document is limited to internal use within General Motors and shall not be accessed outside this company. Contact the GM Lead Engineer for further instructions.

3 Resources

3.1 Facilities.

3.1.1 Calibration. The test facilities and equipment shall be in good working order and shall have a valid calibration label.

3.1.2 Alternatives. Alternative test facilities and equipment may also be used. However, all measuring variables as specified in this standard shall be determined correctly with respect to their physical definition.

3.2 Equipment. Not applicable.

3.3 Test Vehicle/Test Piece. Not applicable.

3.4 Test Time. Not applicable.

3.5 Test Required Information. Not applicable.

3.6 Personnel/Skills. Test technician familiar with test facilities and equipment.

4 Procedure

4.1 Preparation. Not applicable.

4.2 Conditions.

4.2.1 Environmental Conditions. Not applicable.

4.2.2 Test Conditions. Deviations from the requirements of this standard shall have been agreed upon. Such requirements shall be specified on component drawings, test certificates, reports, etc.

4.3 Instructions.

4.3.1 Subjective Rating Scales. Subjective rating methods should be used only when state of the art or other circumstance precludes objective evaluation methods and/or measurements. The "0" section is to be used to indicate that a component is not functioning, not on the vehicle, etc., and, therefore, cannot be rated.

4.3.2 Performance Scale. Refer to Table 1 for the Performance scale to rate such items as ride, handling, radio performance, and so on.

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4.3.3 Disturbance Scale. Refer to Table 2 for the Disturbance section of the scale to rate such items as axle noise, shake, wind noise, and tire roughness. Trace means very infrequent **and** very minor.

4.3.4 Squeaks and Rattles Scale. Refer to Table 3 for the subjective rating scale for squeaks and rattles.

4.3.5 Fluid Leaks Scale. Refer to Table 4 for the subjective rating scale for fluid leaks. Figure 1 through Figure 9 are photographs of some subjective ratings for fluid leaks.

4.3.6 Seat Comfort Scale. Refer to Table 5 for the subjective rating scale for Seat Comfort evaluations. This rating scale is used to subjectively evaluate seat comfort performance as specified in GMW15562 Seat Comfort Performance Evaluation. The “initial” comfort assessment has a 10 minute duration and can be either a showroom (static) evaluation or dynamic evaluation. The “final” comfort assessment is performed at the end of a dynamic comfort assessment, ending between 45 minutes and 60 minutes in total duration.

Table 1: Performance Subjective Rating Scale

Rating	Performance	
10	Excellent	Best in class; Strongly recommend this feature to others
9		Very good; Most would recommend/compliment
8	Good	Acceptable for critical customers; Very few complaints
7		Acceptable for most customers; Few complaints
6	Fair	Acceptable to some customers; Some complaints expected
5		Barely acceptable; Increased number of complaints
4	Poor	Below par; Expect many customers to complain
3		Perceived weak point of vehicle; Many complaints
2	Bad	Not acceptable to vast majority of customers
1		Unacceptable
0	Not applicable (Component cannot be rated, not functioning, missing, etc.)	

Table 2: Disturbance Subjective Rating Scale

Rating	Disturbance	
10	None	No disturbance
9		Could be picked up by an expert looking for this problem
8	Trace	Noticeable by critical customers; Very infrequent and very minor
7		Noticeable by all customers; Infrequent and minor
6	Moderate	Noticeable by all customers; Irritating for some
5		Irritating; Some customers may ask for repair
4	Annoying	Very irritating; Most customers will ask for repair
3		Quite prominent; Some customers may seek immediate repair
2	Severe	Most customers will seek immediate repair
1		Intolerable; Unfit to operate
0	Not applicable (Component cannot be rated, not functioning, missing, etc.)	