



## Quality Management

4.6 : Procurement

### Procedure for supplier evaluations

VAW 4.6 QW / 04 - 2v2 - 7

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Approved : Gruber am 07.05.03

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#### A.) Quality:

When entering an order, there is a field in the incoming goods software where the following letters are entered:

- O** ⇒ **OKAY** (Confirmation without letter)
- V** ⇒ **FIT FOR USE, BUT WITH COMPLAINT** (Elimination of defects for future orders)
- B** ⇒ **FIT FOR USE TO A LIMITED EXTENT, BUT WITH COMPLAINT** (Rework, sorting work...)
- R** ⇒ **RETURN**

The quality code can be changed subsequently if problems occur during production

The **quality key** is defined as follows:

Stored multiplier: **O** ⇒ No value **V** ⇒ 0,3 **B** ⇒ 0,6 **R** ⇒ 0,9

Value **X** = Number of entries supplied (entries in system) per quarter and supplier / 100

Value **Y** =  $\sum$  of **V** times 0,3 + **B** times 0,6 + **R** times 0,9

Compare the values **X** and **Y** :  $Y < X \Rightarrow A$   $X \leq Y < X*2,5 \Rightarrow B1$   $X*2,5 < Y \leq X*3,5 \Rightarrow B2$   $Y > X*3,5 \Rightarrow C$

\*)Number of entries supplied per quarter with V or B or R

**B.) DELIVERY DATE:** The **delivery date key** is defined as follows:

**A** ⇒ 0-3% of deliveries are not on time. **B1** ⇒ 4-9% of deliveries are not on time.

**B2** ⇒ 10-19% of deliveries are not on time. **C** ⇒ 20-100% of deliveries are not on time.

The ORDERED DELIVERY DATE serves as the TARGET DELIVERY DATE! Tolerance value +3 / - 8 days

#### OVERALL EVALUATION:

<b>A+A ⇒ A</b>	<b>B2 + C ⇒ C</b>	<b>A+B2 ⇒ B1</b>	<b>C+C</b>
<b>A+B1 ⇒ B1</b>	<b>B1+B1 ⇒ B1</b>	<b>A+C ⇒ C</b>	
<b>B1+B2 ⇒ B2</b>	<b>B2+B2 ⇒ B2</b>	<b>B1+C ⇒ C</b>	

It must be possible for AE to change all % values, days and parameters.

#### **Reply phrases for print-out (quality + delivery date):**

**A = A+A:**

We would like to congratulate you for your quality and adherence to delivery dates, and we would like to ask you to maintain this standard. We look forward to working with you in the future on our common goals of "Zero errors" and "Just-in-time". Yours sincerely...

**B1 = A(Q)+B1(T)      B1(Q)+A(T)      A(Q)+B2(T)      B2(Q)+A(T)      B1(Q)+B1(T)**

We would like to congratulate you for your **quality/adherence to delivery dates** (always the **better** evaluation), and we would like to ask you to improve your **quality/adherence to delivery dates** (the **worse** evaluation) in the future.

**B2 = B1(Q)+B2(T)      B2(Q)+B1(T)      B2(Q)+B2(T)**

**C = B2(Q)+C(T)      C(Q)+B2(T)      C(Q)+C(T)      A(Q)+C(T)      C(T)+A(Q)      B1(T)+C(Q)      C(Q)+B1(T)**

We would like to congratulate you for your **quality/adherence to delivery dates** (always the **better** evaluation), and we would like to ask you to pay attention to **quality/adherence to delivery dates** (the **worse** evaluation) in the future and ask that you submit suggestions for improvement within the next 14 days.

The supplier evaluation can be faxed as a standard letter (to all regular suppliers).

#### **5. Documentation**

The Documentation is carried out by BES and / or QW

#### **6. Change service**

All changes are carried out by QW

#### **7. Attachments**

Attachment 2: Supplier questionnaire