

**The assessment explained**

Suppliers are assessed based on ERP-supported data. The raw data used for the assessment is extracted from the ERP system and prepared for the pre-selected period. The resulting KPIs are aggregated into subcriteria, and ultimately calculated as an overall grading.

The maximum possible overall grading is 100.

Please see the separately sent grading notices for the weightings of each category.

**GR / Quality**

Weighting is determined for all assessed attributes and serves as the basis for calculating the quality score. Any goods received not subject to assessment are assumed as having a quality score of 100 and are also incorporated into the sum total as such.

**Quality score = (max. weighting – ACTUAL weighting) / max. weighting\* 100**

**Adherence to deadlines**

The 'adherence to deadlines' KPI is the ratio between the number of deliveries made within a corridor (values table) in days on the confirmed delivery date and the number of all deliveries made in that same period.

GR / Adherence to deadlines		QKZ
+5 days	-5 days	Quality score of 100
+7 days	-7 days	Quality score of 90
+9 days	-9 days	Quality score of 80
+11 days	-11 days	Quality score of 50
+12 days	-12 days	Quality score of 0

**Delivery capability:**

The 'delivery capability' KPI is the ratio between the number of confirmations issued within a corridor (values table) in days on the confirmed delivery date and the number of all confirmations issued during that same period.

WE / Delivery capability		QKZ
+5 days	-5 days	Quality score of 100
+10 days	-10 days	Quality score of 90
+15 days	-15 days	Quality score of 60
+16 days	-16 days	Quality score of 0

**Adherence to quantity specifications:**

The 'adherence to quantity specifications' KPI is the ratio between the number of deliveries with set delivery quantity made within a corridor (values table) with the confirmed quantity and the number of all deliveries made.

GR / Adherence to quantity specifications		Quality score
+5 %	-5 %	Quality score of 100
+10 %	-10 %	Quality score of 60
+11 %	-11 %	Quality score of 0

**Frequency of complaints:**

The 'frequency of complaints' KPI is the ratio between the number of complaints and the number of all deliveries made during that same period.

Complaints / Frequency		Quality score
2 %		Quality score of 100
3 %		Quality score of 90
5 %		Quality score of 50
>5 %		Quality score of 0

**Certificates:**

Certificates		Quality score
ISO 9001		Quality score of 100
ISO 14001		Quality score of 100

The existence of the listed valid certificates is assessed.

**Performance groups**

Suppliers are classified into performance groups based on the overall grading achieved. Relevant measures can be taken depending on the group into which they are classified. The necessary measures will be advised to you in the grading notice, based on your classification. Classification occurs as follows:

Categories		Minimum quality score
A	High Performance Supplier	Quality score of 90
B	Adequate Performance Supplier	Quality score of 75
C	Low Performance Supplier	Quality score of 60

If a supplier remains classified in performance group C for an extended period of time and fails to improve by taking the relevant measures, future collaborations with this supplier may have to be reviewed. In drastic cases, the supplier will be banned.