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Supplier Performance

Purpose

This procedure defines methods and practices for the evaluation of suppliers.

Scope

This procedure applies to suppliers of:

- materials;
- production and service parts;
- tooling;
- production services;
- calibration services;
- test services;
- transport and delivery.

The Purchase Manager may also include suppliers of indirect materials, maintenance and repair supplies, and other services.

Definitions

Corrective Action Plan Document specifying actions to be implemented for correcting a process or part quality issue, with responsibilities and target dates assigned.

Major Suppliers Suppliers designated by management as having significant potential impact on quality.

Responsibilities

PURCH MGR Purchasing Manager

QUAL MGR Quality Manager

Procedures

1.) PURCH MGR Prepare Supplier Delivery Report

Prepares a summary report, at least quarterly, of delivery performance for all major suppliers (including on-time shipments).

2.) QUAL MGR Prepare Supplier Quality Report

Prepares a summary report, at least quarterly, of quality performance for all major suppliers (including incidents of nonconforming material). analysis of returns and Customer feedback are considered.

3.) PURCH MGR Compile and Distribute Full Supplier Performance Report

After an analysis is performed to investigate any trends that may be observed, records any actions as a result of the evaluation(7.4.1[5]). Compiles the delivery and quality reports into one for presentation to Executive Management. Provides all major suppliers with details of their own performance.

4.) PURCH MGR Request Supplier Corrective Action Plans

Requests corrective action plans from suppliers not fully meeting requirements. Also involves the management team in reviewing the plans for suitability.

5.) PURCH MGR Removal From Approved Supplier List

In the case of continuing problems with a supplier, ensures this is brought to the attention of the management team. Where necessary, the purchasing supervisor, with the consensus of the management team, authorizes approval to suspend the supplier's active status.

Related Procedures

Inspection and Testing QSP-8.2.102

Supplier Selection QSP-7.4.102

Policy References

Purchasing 7.4

Revision Notes

- Rev C replaced references from PURCH SUP to PURCH MGR and removes reference to CA/Web
- Changed revision labeling to a single alpha character
- Removed reference to QMSR-047 as it's obsolete