Supplier Evaluation Criteria

As part of our Quality Management System, all product and service suppliers are subject to a continuous assessment process, with the aim of ensuring the quality of supply, compliance with requirements and reliability in responding to our customers' needs. The assessment is based on the record of incidents and faults detected, with demerits being assigned whenever non-compliance is found.

Supplier Evaluation – Products

Product suppliers are evaluated based on the following criteria:

1. Failure to meet deadlines

2. Incorrect references

3. Incorrect measurements

4. Incorrect quantities

5. Non-compliant product

6. Commercial errors

Supplier Evaluation – Services

Service providers are evaluated based on the following criteria:

1. Failure to meet deadlines

2. Non-compliant service

3. Commercial errors

Based on the demerits recorded, suppliers are classified according to their Respective Reliability Index, on a scale from A to D:

• A (Very Good): 90% to 100%

• B (Good): 75% to 90%

• C (Average): 60% to 75%

• D (Poor): less than 60%