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|--|---------------------------|--|-------------------|--------------------|
|  |                           | <b>DEPARTMENTAL POLICY</b>                 |                   |                    |
|  |                           | Title:<br><b>Supplier Policy Statement</b> |                   |                    |
| Doc No.:   | Process Owner:            | Revision:                                  | Revision Date:    | Page:              |
| <b>D011</b>  | <b>Purchasing Manager</b> | <b>001</b>                                 | <b>06/09/2016</b> | <b>Page 1 of 1</b> |

## 1.0 Introduction

Suppliers and subcontractors play a key role in determining our ability to meet our customers' requirements in terms of quality, service and value. As such, all our key suppliers and subcontractors are assessed to determine their ability to meet our requirements before they are approved in our quality system and added to our Approved Suppliers List.

The performance of approved key suppliers and subcontractors is also routinely assessed to ensure that our requirements are being met and any issues addressed.

A copy of this policy is issued to all our key suppliers and subcontractors as part of our ISO9001 management system.

## 2.0 Approval of Suppliers and Subcontractors

New suppliers and subcontractors are approved based on one or more of the following criteria, depending on the type of products or service being provided:

- (i) Satisfactory completion of quality questionnaire or ISO9001 approval
- (ii) Satisfactory completion of Supplier Evaluation Form or Subcontractor Evaluation Form.
- (iii) Satisfactory completion of an on-site audit
- (iv) Satisfactory technical evaluation of product

## 3.0 Performance Evaluation of Existing Suppliers and Subcontractors

Existing suppliers are evaluated by the Purchasing Manager using the following criteria:

- (i) Quality performance (rejections / non-conformance rates)
- (ii) Lead time
- (iii) Enquiry response time
- (iv) Price and payment terms
- (v) Delivery performance

Supplier non conformances are recorded on a Non Conformance Report to ensure that the root cause is established and corrective actions are implemented by the supplier to prevent re-occurrence.

The Purchasing Manager will raise any concerns with the supplier regarding their performance against the above criteria so that any required improvement actions can be agreed and implemented.