



Guide – Vendor Evaluation –

Objective of the supplier evaluation

Truma's goal is a smooth process within the entire supply chain with sustainable and strong partners. To achieve this goal, the supplier is required to ensure a 100% delivery and quality performance. If these values are not reached, actions should be implemented by the supplier to achieve the expected performance level. In case these actions are not successful, this will have an impact on the future relationship with the Truma Group.

The supplier receives its current key figures on a regular basis. The delivery performance (delivery and quantity reliability), the quality (PPM) and so-called soft facts are evaluated. The soft facts involve further criteria that are necessary for a successful and sustainable partnership, such as communication skills, cost calculations, etc.

This supplier evaluation runs by awarding points. A maximum of 100 points can be achieved per key indicator, the minimum number of points is 1.

1 Performance indicator Purchasing/Logistics

The goods receipts from normal orders, delivery schedules, general call-offs are evaluated.

1.1 Delivery reliability

Evaluation of the delivery reliability for orders, delivery schedules and general call-offs results from the desired delivery date. Deviations lead to point deductions:

Deviations			
Days too late	Points	Days too early	Points
0	100	0	100
1	50	1	80
2	1	2	50
3	1	3	1

1.2 Quantity reliability

Evaluation of quantity reliability for orders, delivery schedules and general call-offs is calculated in relation to the requested order quantity. Deviations lead to point deductions:

Degree of fulfillment	
Quantity fulfilled	Points
Yes	100
No	1

2 Performance indicator Quality

The PPM key figure shows the number of complained parts in relation to the parts receipts.

Calculation	
PPM	Points
0 till 500	100
>500 till 800	80
> 800	1

3 Soft Facts

The soft facts evaluate other criteria that are necessary for a successful and sustainable partnership. They cover several categories.

3.1 Communication Purchasing

Support for Truma as a customer	
Points	
10	Problem-solving behavior, proactivity, reliability, innovative behavior
10	Supplier fulfills all criteria, is cooperative
1	Supplier does not fulfill all criteria

Contact & reaction time	
Points	
10	Supplier responds within 24 hours
1	Supplier does not respond within 24 hours

3.2 Costs

Cost breakdown	
Points	
10	Cost breakdown is available
1	Cost breakdown is not available

Terms of payment	
Points	
10	Agreement of Truma payment targets
1	No agreement of Truma payment targets

Proposal concerning cost reduction	
Points	
10	Pro-active proposals of cost reduction
1	No proposals

3.3 Procurement

Flexibility regarding adjustment issues	
Points	
10	Supplier reacts flexible
1	Supplier does not react flexible

Proposal for optimization (e.g. EDI, VMI, delivery schedules, contracts)	
Points	
10	Supplier offers optimization
1	Supplier does not offer optimization

Information regarding last-buy-option/ material change	
Points	
10	Supplier informs proactively
1	Supplier does not inform

3.4 Quality

Competence technical contact person	
Points	
10	Contact person fully understands his manufacturing technology
5	Contact person can apply manufacturing technology
1	Knowledge of the contact person about the manufacturing technology does not correspond to the state of the art

Contact and reaction time	
Points	
10	Contact person always available or always calls back at short notice
8	Contact person usually available or calls back reliably
1	Contact person difficult to reach or often does not call back

Customer orientation	
Points	
10	Supplier proactively cooperates with Truma problems
5	Supplier cooperates with Truma problems after request
1	Supplier cooperates poorly with Truma problems

QM-Certificate	
Points	
10	Plant is certified according to IATF 16949
8	Plant is certified according to ISO 9001
1	Plant is not ISO 9001 or higher certified

Environment-Certificate	
Points	
10	Plant is certified according to ISO 14001
1	Plant is not certified

Responsibility / Global Compact (e.g. working conditions, sustainability)	
Points	
10	Fully given
1	not given

Quality of initial sample	
Points	
10	Supplier always delivers all relevant sampling documents completely, without request and free of charge
8	Supplier must be notified of incomplete documents in individual cases and supplies initial samples free of charge
5	Supplier always delivers all relevant sampling documents completely, without request
3	Supplier must be notified of incomplete documents in individual cases
1	Supplier must be notified of incomplete documents at each sampling

Reaction time concerning complaints	
Points	
10	Supplier always responds within the specified deadlines (QR)
8	Supplier usually responds within the specified deadlines (QR)
1	The specified deadlines are not taken into account

Effectiveness of complaints	
Points	
10	Supplier implements measures that sustainably eliminate the problem
8	Suppliers mostly implements measures that eliminate the problem sustainably
1	Problems are not eliminated sustainably

4. Total result calculation

The performance indicators of purchasing/logistics, quality and soft facts are proportionally weighted as follows:

weighted in %	Performance indicator
23	Date reliability
23	Quantity reliability
46	PPM Q-Note
8	Soft facts

Example:

The classification result is made up as follows:

Category	Criteria	weighting in %	Max. Points	Your Points
Purchasing/ Logistics	Date Reliability Deviation to requested date	23	100	100
	Quantity Reliability Quantity fulfillment	23	100	100
Quality	PPM-Q Note	46	100	100 (0 PPM)
SoftFacts		8	100	100
Total				100

The total result is the mean of the weighted criteria.

4.1 Classification

The classification is based on the total number of points achieved.

Classification	Total number of points
A	>92
B	>80 bis <=92
C	<=80