1. **OBJECTIVE**

To validate the performance of suppliers in light of the criteria specified in the negotiation corresponding to the provision of a service.

1. **SCOPE**

These instructions apply to all providers of the **Critical and Restrictive** categories of **service provision**.

1. **RECRUITERS**

The Contracting Departments are responsible for fulfilling the Assessment Process, at the head of each Cost Center Director. Each Contracting Department must fill out the Assessment Form at as frequently as indicated in Table No. 1 General Considerations.

1. **DEFINITIONS:**

**CRITICAL CATEGORY:** This category includes all the suppliers that are of high impact, risk and expense for the Organization. It includes “core” business suppliers.

**RESTRICTIVE CATEGORY:** This category includes all the suppliers that are of a high impact and risk to the Organization, but a low expense. It includes single or scarce suppliers.

**ASSESSMENT**: The supplier assessment is an assessment in which performance is measured after having provided the service.

1. **GENERAL CONSIDERATIONS**

In order to assess a supplier, whether or not the object corresponds to **the provision of a service** and the supplier is within the **Critical or Restrictive Categories** must be taken into account; in this case, they must be assessed without exception.

The supplier assessment will be performed. Using form **CC-003** and with the frequency detailed below:

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| **Table 1. GENERAL CONSIDERATIONS** | | | | |
| **TYPE OF SUPPLIER** | **ASSESSMENT** | | | |
| **Form Used** | **Characteristic of the purchase** | **Frequency** | **Date of Assessment** |
| **Services** | Form | Contract from 0 to 11 months | At the end of the contract | Contract End Date |
| Assessment CC-003 | Contract from 12 months onwards | Annual | January 31 of each year, or at the end of the contract |

As a result, they will obtain a score, which will indicate the level of satisfaction of the contracted service to the Contracting Department.

* The assessment score for a supplier will be “**Satisfactory**” when the score is equal to or greater than 70% and “**Unsatisfactory**” when the score is equal to or less than 69%.
* The **CC-003** Supplier Assessment form must be fully completed and attached to the supplier folder in Dynamics AX.
* The **CC-003** Supplier Assessment form is available in the Knowledge Library under the tab: Purchasing and Contracting.
* The **CC-003** Supplier Assessment form must be sent to the e-mail address: serviciosadmon@odinsa.com duly completed to build the Supplier Performance Matrix.
* The results of the supplier assessment listed in the Supplier Performance Matrix will be disclosed in the Knowledge Library, thus making sure the Contracting Department can review the scores of a potential supplier.
* The person responsible for the contract must inform each of the suppliers of their score, in order to disclose strengths and weaknesses and improve.
* The assessment must be carried out for each contract or purchase order that a supplier has in effect during the year to be assessed.

1. **METHODOLOGY**
   1. **ASSESSMENT**

The selection criteria that make up the form are the following:

* + 1. **Experience/Deliverables**

This criterion allows measuring the degree of expertise demonstrated by the provider during the provision of the service.

* + - 1. **Quality/Compliance**

This criterion allows assessing the quality of the service offered by the supplier through deliverables and execution times, according to the conditions agreed upon as of the negotiation.

* + - 1. **Service**

This criterion allows measuring attention to the service requested by the contracting departments during and after its provision.

* + - 1. **Environmental**

This criterion allows assessing the supplier’s environmental commitment to ensure a responsible purchasing process model within the organization.

* + - 1. **OHS**

This criterion assesses the minimum standards required from suppliers by the law in order to ensure compliance with protection criteria for their employees.

* + - 1. **Sustainability**

This criterion allows ensuring a sustainable supply for the organization. It also allows validating fulfillment of the supplier’s social factors and the benefits this generates for the communities.

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| **CHANGE CONTROL** | | |
| **VERSION** | **DATE** | **DESCRIPTION** |
| 1 | 11/01/2022 | Document Creation |
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| **REVIEW** | **APPROVAL** |
| **Name**: | **Name**: Adriana Ramirez |
| **Position**: | **Position**: Administrative Manager |