

Supplier Assessment 供应商评估

Klüber Lubrication

1. Assessment criteria for each delivery 每次到货的评估标准

Product quality 产品质量		Weighting factor: 3 权重: 3
100 points (Approval without deficit) 100 分 (无缺陷批准)	Goods are absolutely according to inspection plan and the agreed specification, respectively. 货物完全符合检测方案及签订的技术指标。	
67 points (Approval with comment) 67 分 (带评论批准)	Assumption: Impact on customer requirements (agreed specifications, characterizations) is excluded. 假设: 对客户要求 (签订的技术指标, 产品特性) 无影响时 <ul style="list-style-type: none"> Single measurements are outside of specification, but inside comparability of the used method compared to supplier. 如果单个项目检测结果超出技术指标, 但在 (与供应商) 不同检测方法的测试结果偏差的重现性内。 The detected variances are without impact on the quality of the finished product. 所确定到的偏差对最终产品的质量无影响。 	
33 points (Exceptional approval) 33 分 (特例批准)	Assumption: Impact on customer requirements (agreed specifications, characterizations) is excluded and / or the customer is informed and agrees with the variance. 假设: 对客户要求 (签订的技术指标, 产品特性) 无影响, 以及/或者已通知客户并得到客户同意时 <ul style="list-style-type: none"> Variance to inspection plan respectively the agreed specification. 检测结果和签订的技术指标不一致。 	
1 point (Block of goods) 1 分 (封锁货物)	Applicable is a possible or detected negative impact on customer requests (agreed specifications, characterizations). 适用于有可能的或者已经确定的对客户要求 (签订的技术指标, 产品特性) 存在负面影响时 <ul style="list-style-type: none"> The delivery is not useable for reasons of quality and will be refused. 由于质量原因, 该批货物无法使用而发生退货。 Blockage of goods can also be established for other non-fulfilled terms of contract as well as for goods accepted under reserve. 其他不满足合同条款以及有保留地接受的货物情形时的货物封锁。 	

Adherence to delivery dates 准时交付		Weighting factor: 1 权重: 1
100 points 100 分	Delivery on fixed /requested date or confirmed date by supplier 供应商按要求的日期或确认的日期交付	
67 points 67 分	Variance up to +/- 2 working days 偏差不超过 +/- 2 个工作日	
33 points 33 分	Variance of +/- 3 working days up to +/-1 week 偏差超过 +/- 3 个工作日, 不超过 +/-1 周	
1 point 1 分	<ul style="list-style-type: none"> Variance of more than +/-1 week 偏差超过 +/-1 周 Delay in delivery with influence on production planning at Klüber Lubrication (stock-out) 交货延迟影响克鲁勃的生产计划 (缺货) 	

Supplier Assessment 供应商评估

Klüber Lubrication

Commercial-logistics delivery performance 商业物流品质		Weighting factor: 1 权重: 1
100 points 100 分	All requirements are met without restrictions 完全满足所有要求	
67 points 67 分	Deviations such as 偏差诸如: <ul style="list-style-type: none"> • Minor deviation to ordered quantity • 与订单数量的微小偏差 • Delivery at wrong place • 交付送错地址 • Tank trucks: Delivery outside unloading times • 油罐车: 在规定的卸货时间以外交付 	
33 points 33 分	Deviations causing considerable additional effort at Klüber Lubrication: 偏差引起克鲁勃大量额外的工作: <ul style="list-style-type: none"> • Information missing on delivery papers • 送货单信息缺失 • Deviation to order amount • 订单数量偏差 • Deviation of filling amount in stock keeping unit (SKU) • 单位灌装数量偏差 • Packaging declaration of packaging units or pallets is insufficient or missing • 包装单位或托盘等的包装描述信息不足或缺失 • Chemical products: • 化学品 <ul style="list-style-type: none"> ○ Certificate of Analysis is deficient ○ COA 信息不足 ○ Outside defect on packaging: dents or severe soiling ○ 包装的外部缺陷: 变形或严重污染 • Tank trucks: • 槽罐车 <ul style="list-style-type: none"> ○ No or dirty pipes ○ 无管道或污染的管道 ○ No personal safety equipment ○ 无个人防护装备 ○ Missing anti-fall guard ○ 防跌落设备缺失 ○ Missing seal ○ 无铅封 ○ compressor or air pressure system missing ○ 无空压机或气压系统 	
1 point 1 分	Deviations which cause considerable additional effort at Klüber Lubrication and which delay a correct receipt of goods or make it impossible: 偏差会引起克鲁勃大量的额外工作, 并造成收货延误, 或者不能进行系统收货。 <ul style="list-style-type: none"> • Delivery note missing • 送货单缺失 • Chemical products: • 化学品: <ul style="list-style-type: none"> ○ Packaging considerably damaged or significantly contaminated; a risk free usage is not possible ○ 包装严重损坏或严重污染: 使用会有风险。 	

Supplier Assessment 供应商评估

Klüber Lubrication

Commercial-logistics delivery performance - continued 商业物流品质		Weighting factor: 1 权重: 1
1 point 1 分	<ul style="list-style-type: none"> ○ Certificate of Analysis is missing ○ COA 缺失 ● Tank trucks: ● 槽罐车 <ul style="list-style-type: none"> ○ Cleaning certificate for tank, pipes and/or air lines missing 清洗证明, 管道或空气管线缺失 	

2. Status and performance ratio 绩效等级

All suppliers are expected to achieve performance at A level.
我们期望供应商的绩效都达到 A 级。

Status 等级	Performance ratio 绩效比	Explanation 注解
A-Supplier A 供应商	100 - 90 %	Supplier meets the demands without restrictions 供应商完全满足要求
AB-supplier AB 供应商	89,9 - 80 %	Supplier meets the demands 供应商满足要求
B-supplier B 供应商	79,9 - 70 %	Supplier meets the demands with restrictions 供应商有限满足要求
C-supplier C 供应商	69,9 - 0 %	Supplier meets the demands insufficiently 供应商无法充分满足要求

3. Downgrade of suppliers 供应商降级

There is a number of factors not fully covered by the criteria "on-time delivery", "quality" and "commercial-logistics delivery performance" which may lead to a supplier being downgraded, e.g.:

评估标准“准时交付”，“质量”以及“商业物流品质”无法涵盖一些因素，可能导致供应商被降级，比如：

- Severe and/or frequent complaints which were caused by customer disruptions, including field returns and/or by incoming goods inspection,
- 由于客户中断，包括现场退货和/或来料检验引起的严重的和/或频繁的投诉，
- Warranty claims by customers and/or recalls/special actions from the field or dealers which are traced back to supplier's responsibility,
- 客户的保修索赔和/或现场或经销商的召回/特殊行动，可追溯到是供应商责任的，
- Insufficient handling of complaints,
- 投诉处理的不足，
- Special status customer notifications which are traced back to supplier's responsibility,
- 特殊状态的客户通知可以追溯到供应商责任的，
- Delivery delays leading to a stock-out at Klüber Lubrication or our customers,
- 交货延迟导致克鲁勃或者克鲁勃的客户缺货的情况，
- Repeated premium freights arising from supplier's responsibility,
- 由于供应商原因造成的重复超额运费，
- Non-implementation of agreed corrective actions,
- 不执行约定的纠正措施，
- QM certification (ISO 9001, IATF) is lost or not renewed.
- QM 认证 (ISO 9001, IATF) 取消或未重新认证。

In case of a downgrade, the supplier will receive detailed information (in writing) about the reasons of

downgrading. An agreement on objectives is usually concluded with the supplier to increase performance.
如果被降级，供应商将会收到书面形式的有关降级原因的详细信息。通常会与供应商达成目标协议以此提高表现。

4. Consequences 结果

Grading as B supplier 评级为 B 供应商

B suppliers will no longer be considered for new business activities. The supplier is requested to improve the delivery performance by implementing suitable additional measures. If development measures prove successful very fast, new business activities may be re-started also during the current year.

B 供应商将不被考虑开展新的业务活动，要求供应商通过采取适当的附加措施来改善交付绩效，如果发展措施证明非常成功，新的业务活动可以在当年重新开始。

Grading as C supplier 评级为 C 供应商

Usually, C suppliers will no longer be considered for the selection of purchasing sources.

通常，将不再考虑 C 供应商作为采购源。