

Supplier Assessment

Klüber Lubrication

1. Assessment criteria for each delivery

Product quality		Weighting: 3x
100 points (approval without deviations)	Goods completely within the inspection plan / agreed specification.	
67 points (approval with comment)	Precondition: An effect on customer requirements (agreed specifications, product data sheets) must be ruled out. <ul style="list-style-type: none"> • Goods without defects, individual measurement results are slightly out of specification, but within the comparability of the method used compared to the supplier. • The deviations detected have no influence on the quality of the end product. 	
33 points (exception approval)	Precondition: An impact on customer requirements (agreed specifications, product data sheets) can be ruled out and/or the customer is informed and agrees to the deviation under discussion. <ul style="list-style-type: none"> • Deviations from the inspection plan or the agreed specification. 	
1 point (block of goods)	The decisive factor is a possible or identified negative impact on customer requirements (agreed specifications, data sheets). <ul style="list-style-type: none"> • Delivery is not usable for qualitative reasons and will be rejected. • Blocking of goods may also be declared in the event of further unfulfilled but agreed contractual conditions, as well as for material accepted under reserve. 	

On-time delivery		Weighting: 1x
100 points	Delivery on the fixed/requested date or delivery date confirmed by the supplier	
67 points	Deviation +/- 2 working days	
33 points	Deviation of +/- 3 working days up to 1 week	
1 point	<ul style="list-style-type: none"> • Deviation of +/- > 1 week, or • Delivery delay with impact on production planning (stock-out) 	

Commercial-logistical quality		Weighting: 1x
100 points	All requirements fulfilled without deviation	
67 points	Minor deviations such as <ul style="list-style-type: none"> • Minor differences in quantity • Delivery to the wrong place • delivery outside the scheduled time slots: for example tank trucks, drums, IBC 	
33 points	Deviations that cause significant additional work for Klüber Lubrication: <ul style="list-style-type: none"> • Missing information on delivery documents • Quantity deviation from the order quantity • Filling quantity deviations in the inventory unit (SKU - container or carton) • Labeling of containers or pallets is inadequate or missing • For chemical products: <ul style="list-style-type: none"> o Insufficient certificate of analysis o Defects on containers, e.g. dents, severe contamination • For tank truck deliveries: <ul style="list-style-type: none"> o Missing or dirty hoses o Missing personal protective equipment o Missing fall protection o Multi-chamber delivery o No compressor or compressed air system available 	
1 point	Deviations that cause considerable additional expense and considerably delay or make it impossible to accept the goods properly <ul style="list-style-type: none"> • Delivery note missing • For chemical products: <ul style="list-style-type: none"> o Significant defects in containers that preclude risk-free use o Certificate of analysis missing • For tank truck delivery: missing cleaning certificate for tank, hoses, air lines fehlt 	

2. Status and fulfillment rate

Status	Fulfillment in points	Explanation
A - supplier	100 - 90	Supplier fully meets the requirements
AB - supplier	89,9 - 80	Supplier meets the requirements
B - supplier	79,9 - 70	Supplier meets the requirements with restrictions
C - supplier	69,9 - 0	Supplier meets the requirements insufficiently

3. Downgrade of suppliers

Some factors that are not covered by the evaluation criteria “quality”, “on-time delivery” and “commercial-logistical quality” can lead to a downgrading of the supplier status, e.g.

- Serious and/or frequent complaints triggered by disruptions at the customer / return deliveries from the field and/or during the incoming goods inspection,
- warranty claims from customers and/or recalls/special campaigns from the field or from the distribution network for which the supplier is responsible,
- unsatisfactory complaint processing,
- special status notifications from customers for which the supplier is responsible,
- delivery delays leading to a stock-out at Klüber Lubrication or our customers,
- repeated special freight charges for which the supplier is responsible,
- non-implementation of agreed corrective measures,
- loss or non-renewal of a QM certification (ISO 9001).

If a supplier is downgraded in the annual assessment, it will be informed in writing of the reasons for the downgrade.

4. Consequences

Rating as a B supplier / Downgrading to a B supplier

B suppliers are not considered for new business. The supplier is requested to improve its delivery performance through suitable measures. If development measures quickly prove successful, B suppliers can also be released for new business during the year.

Rating as a C supplier / Downgrading to a C supplier

C-suppliers are generally not considered when selecting sources of supply. The supplier is requested to improve its delivery performance through suitable measures.