

View SPRR : 1644

SPRR Date	30/03/2016	Requestor	Jesline Hoe
Date of Review		Reviewer	Sun Tu
Status	New	Supplier	GATES LOGISTICS SERVICE PTE LTD

Question		Exceptional	Exceeds Expectation	Meets Expectation	Improvement Needed	Unsatisfactory	Not Applicable	Remarks
COST								
1	Supplier works closely to lower overall costs.							
2	Supplier identifies opportunities and suggests ideas to decrease costs.							
DELIVERY PERFORMANCE								
3	Supplier is able to meet delivery and cycle time goals set by Schenker.							
4	Supplier is able to expedite urgent or last minute orders.							
QUALITY & SAFETY								
5	Supplier's products/services meet Schenker's expectations in terms of Quality and Safety.							
6	Supplier responds quickly to product or service failures.							
7	Supplier is compliant to regulatory requirements stipulated by controlling agencies such as MOM, MOH, AVA, NEA, SCDF, HSA, Singapore Customs, etc.							
8	Supplier is responsive in addressing issues pertaining to Quality, Health, Safety and Environment.							
9	Supplier submits Risk Assessment (RA) on time. RA is constantly reviewed and endorsed by their management.							
10	Supplier's personnel are adequately protected with personal protective equipment whenever in our premises.							
SERVICE LEVEL								
11	Supplier is responsive, cooperative and provides good support.							
12	Supplier is flexible and adaptable in meeting special requests.							
13	Supplier proactively informs Schenker of adverse situations or when problems may occur.							
TECHNOLOGY								
14	Suppliers' technology in relation to their products and/or services meet Schenker's requirements.							
15	Supplier is capable of information exchange via internet or other electronic platforms. (E.g. online bookings, online inventory status, online job status, etc.)							
SECURITY (Only Applicable to Transporters)								
16	Transporter adheres to the Schenker Transportation Security Plan and has its own set of Emergency Response Plan.							
17	Transporter carries out Security Awareness Training (SAT) for their employees either through its own program or Schenker's (the minimum requirement is to train at least 70% of employees on SAT)							
18	Transporter operates with minimum security incidents (less than 3 security incidents in the review year). Security incidents are recorded as: 1) Pilferage/Damage of Schenker's cargo by its employees. 2) Pilferage/Damage of Schenker's cargo by external sources due to negligence of its employees. 3) Damage of Schenker's property due to negligence acts. 4) Violation of Schenker's security policies.							
19	Transporter has adequate Trucking Security infrastructure installed on its fleet. (e.g. locks, GPS, cameras, tracking devices, etc.)							
20	Transporter is able to provide quick response to security related incidents, carry out investigations and is willing to make changes/corrective plans to enhance security.							
Total Score (Number of Ticks)		0	0	0	0	0	0	Rating : 0% Very Poor

Rating (Percentage)	
A	Excellent
B	Good
C	Satisfactory
D	Poor
E	Very Poor

Comments**Reviewer Remarks**

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