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### 1. PURPOSE

To ensure purchased products and services meet the specified purchase requirements through periodic supplier evaluation process

### 2. SCOPE

This procedure is applicable to all purchases related to equipment, spares, chemicals and reagents and other consumables.

### 3. REFERENCES

- QSP: Procedure for identification of nonconformities
- QSP: Procedure for selection, purchase, maintenance & equipment supplies
- QSP: Procedure for calibration and Intermediate checks

### 4. RESPONSIBILITY

- Quality Manager
- Stores / Purchase Head
- Laboratory Director
- Management


### 5. PROCEDURE

- Evaluation of suppliers is done as per evaluation format once in a year by QM in association with Laboratory Director and Purchase Head
- List of acceptable suppliers for different types of chemicals, reagents and consumables is maintained by Purchase department. This list is prepared based on the past experience and revised at least once a year
- New suppliers are added to the list based on the information gathered from different sources like leaflets, information from internet, reports from other organizations and experience of the organization
- In respect of each supplier the basis of inclusion in the List of acceptable suppliers is recorded. While updating, experience related to preceding year is taken into consideration. Quality, Delivery, Response and price are considered for this purpose
- Each of the supplier is evaluated on 20 objective service elements. Each carrying a score of 1-5. Mark of 5 being excellent and Mark of 1 being poor
- The total score is of 100 Marks and suppliers are evaluated based on the percentage score they obtain in the score card. Acceptance criteria is defined as below:

#### Acceptance Criteria:

<u>CLASS</u>	<u>SCORE RATING%</u>	<u>STATUS</u>
1. Excellent Vendor	90-100	On Approved Supplier List
2. Good Vendor	80-89	On Approved Supplier List
3. Acceptable Vendor	70-79	On Approved Supplier List, Request Corrective Action
4. Suspect Vendor	60-69	Place on Master List, Re-evaluate
5. Unacceptable	<60	Remove from Master List

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- g. List of suitable suppliers for calibration services and maintenance services is maintained by QM. The basis for inclusion in the list is also recorded in the list of acceptable suppliers for calibration/ maintenance services
- h. The list is updated at least once a year based on the experience and additional suppliers identified. Vendor evaluation is done annually by scoring system
- i. Supplier performance evaluation is carried every year using the supplier/vendors performance evaluation form
- j. The measurement of the performance of the supplier/vendor would be as defined in the supplier evaluation form
- k. Depending upon the Grading of Performance, corrective measures would be initiated by taking up the matter with concerned Vendor/Supplier
- l. Response of Vendor/Supplier would be considered before deciding further course of action
- m. Based on the response of Vendor/ Supplier the Quality Manager would recommend for continuation or discontinuation of the supplier/vendor
- n. The supplier/vendors not meeting the criteria are removed from the list of approved suppliers after approvals from the Quality Manager, Laboratory Director and the Managing Director.
- o. Factors like power back up, prompt delivery in cold chain, return policy, short expiry, quality of reagents are the main factors looked into are very important.
- p. Some of the considerations for inclusion in the List of acceptable suppliers for calibration/ maintenance services are
  - i. NABL accreditation for calibration
  - ii. Ability to provide traceability to national/ international measurement standards
  - iii. Equipment manufacturer or their authorized representative

## 6. RECORDS

The following records are maintained by the agencies, in the format mentioned, for the period defined

S No	Record	Agency	Review / Retention Period
1.	List of approved suppliers	Lab In-charge	1 Year
2	Stock Evaluation Register	Lab In-charge	1 Year
3	Supplier Evaluation Form	Lab In-charge	1 Year
4	Supplier Evaluation Register	Lab In-charge	1 Year

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