

[Organization logo]

[Organization name]

**Commented [9A1]:** All fields in this document marked by square brackets [ ] must be filled in.

## PROCEDURE FOR PURCHASING AND EVALUATION OF SUPPLIERS

**Commented [9A2]:** If you want to find out more about evaluation of suppliers, see:

- article: How to evaluate supplier performance according to ISO 9001:2015  
<http://advisera.com/9001academy/blog/2015/10/27/how-to-evaluate-supplier-performance-according-to-iso-90012015/>
- free online course: ISO 9001 Foundations Course  
<http://training.advisera.com/course/iso-90012015-foundations-course/>

Code:	
Version:	0.1
Created by:	
Approved by:	
Date of version:	
Signature:	

**Commented [9A3]:** Adapt to the existing practice in organization.

### Distribution list

**Commented [9A4]:** This is only necessary if document is in paper form; otherwise, this table should be deleted.

Copy No.	Distributed to	Date	Signature	Returned	
				Date	Signature

## Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

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## 1. Purpose, scope and users

The purpose of this procedure is to describe the process of evaluation and selection of suppliers (external providers of processes, products, and services) and the purchasing process in order to conform to specified purchase requirements.

This procedure is applied to all processes and/or areas (parts of organization) within the QMS.

This purchasing process includes, but is not limited to: consumables such as office supplies, hardware needed for product, research equipment, and information and communication technology.

**Commented [9A5]:** Adapt to needs of organization.

This procedure excludes:

**Commented [9A6]:** Write in other exclusions that organization finds appropriate.

- Utilities (electricity, gas, water, etc.)
- Insurance, legal and audit fees
- Investment services
- Personnel services (benefits, wage and salary administration including employment contracts)
- Other purchases, as approved by the [CFO]; and
- Purchases less than [\$]

**Commented [9A7]:** Adapt to organization's practice.

**Commented [9A8]:** Write in the amount.

Users of this document are [heads of departments and Purchasing Manager] of [organization name], as well as internal auditors.

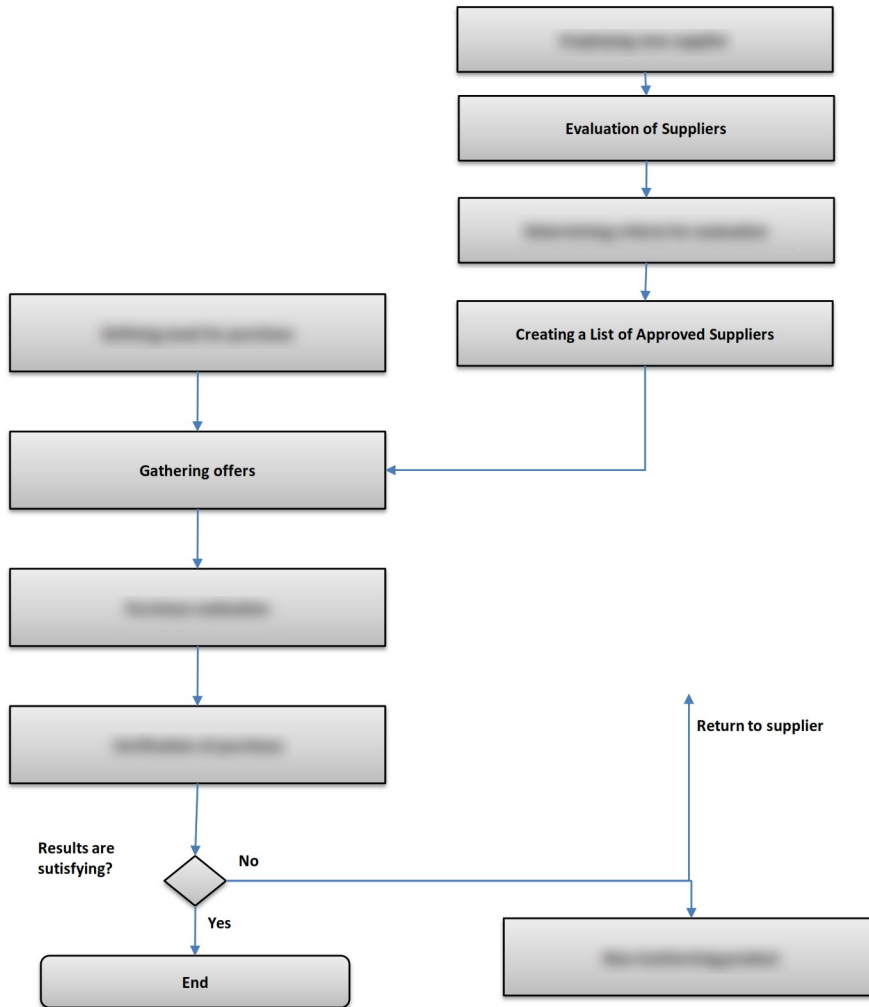
**Commented [9A9]:** Adapt to organization's practice.

## 2. Reference documents

- ISO 9001:2015 standard, clause 8.4
- Quality Manual
- Procedure for Design and Development
- Procedure for Production and Service Provision

### 3. Evaluation and Selection of Suppliers

#### 3.1. Process flow



### 3.2. Employing New Suppliers

In the case of hiring a new supplier, [job title] gathers samples of products or supplier's references. According to gathered data, [job title] conducts an evaluation of the supplier using criteria described

**Commented [9A10]:** E.g. Purchasing Manager

**Commented [9A11]:** E.g. Purchasing Manager

**Commented [9A12]:** E.g. Purchasing Manager

### 3.3. Evaluating Suppliers

[Job title] conducts evaluations of suppliers by analyzing:

- previous purchasing of goods and services
- [redacted]
- [redacted]

**Commented [9A13]:** Adapt to organization's practice; other criteria can be, for example, skill of supplier's personnel, their certificates, etc.

**Commented [9A14]:** Adapt the method to the needs of organization.

### 3.4. Criteria for Selecting Suppliers

[Job title] conducts the evaluation of suppliers according to the following criteria:

Symbol	Criteria	Range of Points
SQ	Shipment Quality	from 0 to 30
P	Price	from 0 to 25
SR	[redacted]	from 0 to 20
TP	[redacted]	from 0 to 15
QMS	[redacted]	from 0 to 10

**Commented [9A15]:** These are suggested criteria and range of points; adapt to needs of organization.

[Job title] chooses one point number for each criterion and sums them. Suppliers with more than 70 points are entered into the List of Approved Suppliers.

#### 3.4.1. Shipment Quality

Evaluation of shipment quality considers the following parameters: correctness of delivery

Points	Description
30	No complaints on shipment quality
25	[redacted]

**Commented [9A16]:** Modify this criteria to meet organization's needs.

[organization name]

15	[Redacted]
5	[Redacted]
0	[Redacted]

Commented [9A17]: Adapt to needs of organization.

**3.4.2. Price**

Points	Description
25	Price is under average market price
15	[Redacted]
10	[Redacted]
0	[Redacted]

Commented [9A18]: Adapt to needs of organization.

**3.4.3. Supplier's Reliability**

Points	Description
20	Constantly demonstrates willingness for cooperation and professionalism, no complaints regarding cooperation
10	[Redacted]
0	[Redacted]

Commented [9A19]: Adapt to needs of organization.

**3.4.4. Terms of Payment**

Points	Description
15	Deferred payment 30 days
10	[Redacted]
5	[Redacted]
0	[Redacted]

Commented [9A20]: Adapt to needs of organization.

**3.4.5. Quality Management System**

Points	Description
10	Organization has certified QMS
5	[Redacted]

[organization name]

0	
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### 3.5. Ranking of Suppliers

Suppliers are ranked according to the previously defined method.

Rank	Description	Points
A	Exceptional	>85
B		70-84
C		59-69
D		Less than 59

[job title] updates this data about suppliers in a Checklist for Evaluation of Suppliers once a year. This method doesn't

**Commented [9A21]:** Adapt to organization's practice.

**Commented [9A22]:** Delete if organization doesn't have such suppliers.

## 4. Purchasing

[job title] will ensure that externally provided processes, products, and services conform to the requirements, and determine the controls to be applied to an external provider when:

- Products and services from external provider are intended for incorporation into [organization name]'s products and services
- 
- 

**Commented [9A23]:** Adapt to organization's needs

[job title] ensures that externally provided processes remain within the control of the QMS.

### 4.1. Defining need for purchase

According to [inventory status, customer's requests, trends on market and results of design process], [head of department] creates an internal purchase request and delivers it to [job title]. Based on the

**Commented [9A24]:** Write in the reasons for purchasing appropriate to organization's needs.

**Commented [9A25]:** Adapt to organization's practice.

**Commented [9A26]:** E.g. Supply Manager

**Commented [9A27]:** E.g. Purchasing Manager

If the supplier cannot deliver goods or service that meet the requirements of the organization, [job title]

**Commented [9A28]:** E.g. Supply Manager

**Commented [9A29]:** Usually this is CEO



[organization name]

When defining the need for a purchase, [job title] must consider the potential impact of the externally provided processes, products, and services on the organization's ability to meet customer

[job title] communicates to the external provider the organization's requirements for the approval of

#### 4.2. Gathering Offers, Selection and Approval of Offers

[Job title] gathers offers from approved suppliers by sending them a Request and Order for Purchasing. If none of the approved suppliers can provide the demanded goods or services, [job title] sends requests for offer to other suppliers.

Commented [9A30]: E.g. Supply Manager

Prior to communication with the supplier, [job title] defines:

- Requirements for processes, products, and services to be provided
- Requirements for approval of products, services, methods, processes, and equipment
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Commented [9A31]: If supplier is a big company and has a large market share, making this kind of request doesn't make sense and can have a negative impact on relations between organization and supplier.

For long-term purchases or purchases of great value, [job title] signs a contract with the supplier.

Commented [9A32]: Usually this is CEO.

[Job title] orders goods and services after

Commented [9A33]: E.g. Supply Manager

#### 4.3. Realization of Purchase

[Job title] monitors the purchasing process and notifies [job title] if

Commented [9A34]: E.g. Supply Manager

Commented [9A35]: Usually this is CEO.

#### 4.4. Verification of Purchased Product, Service or Process

[job title] ensures that verification or validation activities that the organization, or its customer, intends to perform are conducted.

##### 4.4.1. Verification of products

[Job title] confirms receiving agreed quantity of goods by signing the supplier's delivery documents that include attestations and other evidences of product or service quality. In cases when it's necessary to

Commented [9A36]: E.g. Warehouse Manager



[organization name]

[Redacted text]

Suppliers are to be notified if a complaint is registered that the company will disposition for use rather than returning the product to the supplier.

#### 4.4.2. Verification of services

[Job title] conducts service verification by acquiring evidences from the supplier (references, recommendation letters, certificates, etc.) of his capability to provide the service needed.

### 5. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Checklist for Evaluation of Suppliers	PR.09.1	2 years	[office of [job title]]	[job title]
List of Approved Suppliers	PR.09.2	2 years	[office of [job title]]	[job title]
Registry of Complaints about Suppliers	PR.09.3	2 years	[office of [job title]]	[job title]
Request and Order for Purchasing	PR.09.4	1 year	[office of [job title]]	[job title]

**Commented [9A37]:** If the record is in electronic form, write the name of the folder on [job title]'s computer.

### 6. Appendices

- Appendix 1 – Checklist for Evaluation of Suppliers
- Appendix 2 – List of Approved Suppliers
- Appendix 3 – Registry of Complaints about Suppliers
- Appendix 4 – Request and Order for Purchasing