

Explanation of the evaluation criteria for supplier rating



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Introduction

Increasing the quality standards of our products at competitive prices is the top corporate goal of the Burger Group.

As our supplier, you make a significant contribution to this. That is why your development in terms of continuous improvement of the quality of your products with the aim of a zero error rate and your logistics performance is particularly important to us.

This explanation serves to transparently explain our evaluation criteria to our suppliers.

Supplier evaluations are sent to suppliers every six months of the financial year.

General

Classification rating points

	A	100-90
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All ratings comply with the quality standards required by the Burger Group.

	B	90>=80
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Requirements were not fully met. Improvements are necessary. Written statement in the form of an action plan within 3 weeks after approval of the evaluation to the purchasing management required.

	C	<80
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A sustainable improvement with regard to the requirements of the Burger Group is absolutely necessary. Personal presentation of your corrective measures to the purchasing management within 6 weeks after receipt of the evaluation is required.

Assessments are carried out in two categories:

- Hard facts
Factually proven criteria. The calculation basis comes from the transaction data of the ERP and CAQ systems.
- Soft facts
These criteria are rated with full points by default and are downgraded if necessary.

Please address queries and correspondence regarding supplier evaluation to:

SBS-Feintechnik: lieferantenbewertung@sbs-feintechnik.com

KBS-Spritztechnik: lieferantenbewertung@kbs-spritztechnik.com

KBS-Antriebstechnik: lieferantenbewertung@kbs-antriebstechnik.com

KBS-Spritztechnik CH: lieferantenbewertung@kbs-spritztechnik.ch

SBS-Mechatronics: lieferantenbewertung@sbs-mechatronics.ch

SBS-Drivetec: supplierevaluation@sbs-drivetec.com

Supplier groups

You can find out which supplier group you belong to from your supplier rating.

Automotive:

- 100
- 101
- 109

Technomotive:

- 200
- 201
- 209

Dealers/Distributors:

- 900

Automotive (LG 100,101,109)

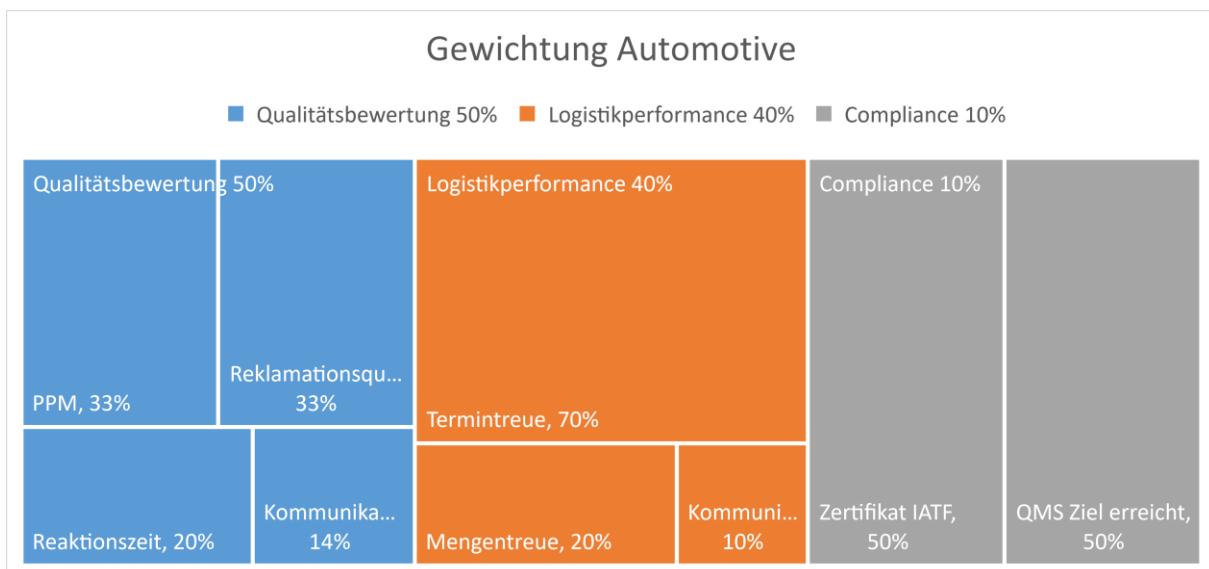
Valid for the following supplier groups:

- Automotive components 100
- Automotive external processing 101
- Automotive set supplier 109

Components of the assessment:

- Qualityperformance
 - PPM Hardfact
 - Complaint rate Hardfact
 - Communication Softfact
 - Response time Hardfact
- Logisticsperformance
 - On-time delivery Hardfact
 - Quantity fidelity Hardfact
 - Communication Softfact
- Compliance
 - Certificate IATF 16949 Hardfact
 - Certificate ISO 14001 (without rating) Hardfact
 - Certificate ISO 50001 (without rating) Hardfact
 - QMS development target achieved Softfact
 - Supplier guide (without rating) Softfact

Please refer to the following view for the weighting:



Qualityperformance






PPM

$$PPM = \frac{\text{Quantity complained about (accepted by the supplier)}}{\text{Delivered quantity}} * 1.000.000$$

Complaint rate




$$\text{Complaint rate} = \frac{\text{Deliveries complained about}}{\text{Deliveries total}} * 100$$

Hardfact

Intervall	Rating	Status	Description
> 100		0 	Complaint rate too high
100-40			Complaint rate too high
40-5			Deliveries were partly faulty
5-0	100		Complaint rate okay
< 0	100		All deliveries were flawless






Communication

Softfact

Interval	Rating	Status	Description
100	100		Accessibility and assistance to solve problems are very good
50	50		Accessibility and/or support for problem solving are to be optimized
0	0		Accessibility and assistance to solve problems are not acceptable

Response time






Hardfact

Interval (days)	Rating	Status	Description
> 20	20		Response time for 8D is not acceptable
20 ... 15	50		Response time for 8D is not acceptable
< 15 ... 10	80		Response time for 8D is to be optimized
< 10 ... 5	100		Response time for 8D is good
< 5 ... 0	100		Response time for 8D is very good

Logisticsperformance





On-time delivery

Hardfact

Interval (days)	Rating	Status	Description
> 5	0		Delivery too late (>5 days)
5-2	50		Delivery too late (2 to 5 days)
< 2-(-2)	100		Delivery is in the expected period (+1/-2 days)
< (-2)-(-5)	50		Delivery too early (3 to 5 days)
< -5	0		Delivery too early (< 5 days)




Quantity fidelity

Hardfact

Interval	Rating	Status	Description
100-10	0		Delivery quantity is exceeded up to 10%
10-0	100		Delivery quantity is within the permissible tolerance of 10%
0-(-10)	100		Delivery quantity is within the permissible tolerance of 10%
< -10	0		Delivery quantity is up to 10% below

Communication



Softfact

Interval	Rating	Status	Description
100	100		Accessibility and assistance to solve problems are very good
50	50		Accessibility and/or support for problem solving are to be optimized
0	0		Accessibility and assistance to solve problems are not acceptable

Compliance



Certificate IATF 16949

Hardfact

Interval	Rating	Status	Description
100	100		Valid certificate IATF 16949
0	0		No valid certificate IATF 16949



Certificate ISO 14001

Hardfact (without rating)

Interval	Rating	Status	Description
100	100		Valid certificate ISO 14001
0	0		No valid certificate ISO 14001



Certificate ISO 50001

Hardfact (without rating)

Interval	Rating	Status	Description
100	100		Valid certificate ISO 50001
0	0		No Valid certificate ISO 50001



QMS development target achieved

Softfact

Interval	Rating	Status	Description
100	100		Yes
0	0		No

Supplier Guide

Softfact (without evaluation)

Interval	Rating	Status	Description
100	100		Supplier guide is concluded
0	0		Supplier guide is not concluded

Technomotive (LG 200,201,209)

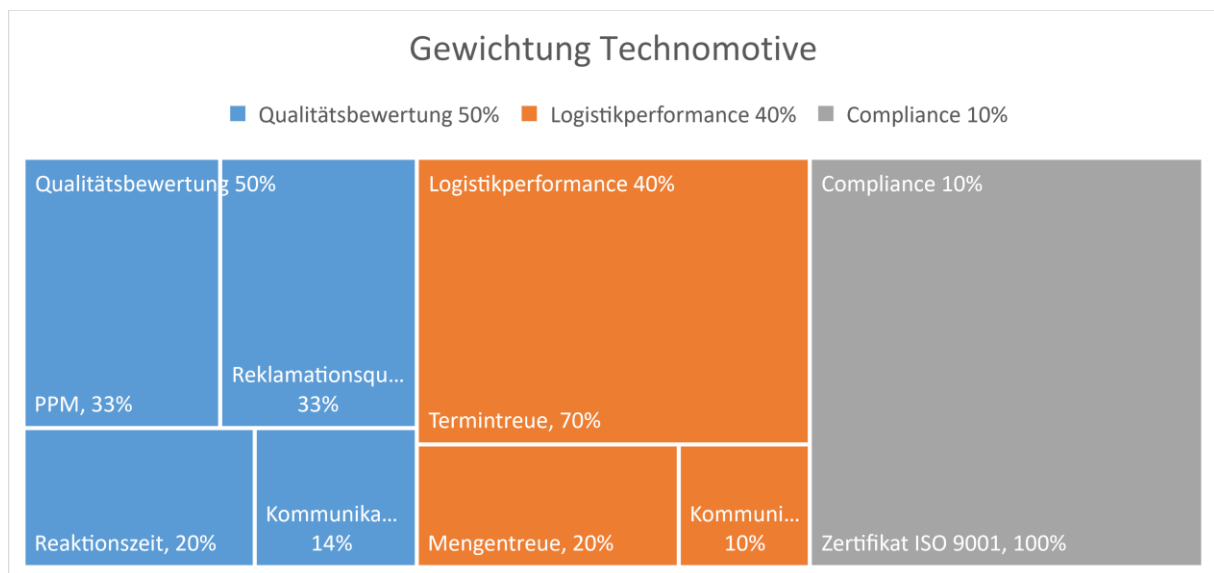
Valid for the following supplier groups:

- Technomotive components 200
- Technomotive external processing 201
- Technomotive set supplier 109

Components of the assessment:

- Qualityperformance
 - PPM Hardfact
 - Complaint rate Hardfact
 - Communication Softfact
 - Response time Hardfact
- Logisticsperformance
 - On-time delivery Hardfact
 - Quantity fidelity Hardfact
 - Communication Softfact
- Compliance
 - Certificate ISO 9001 Hardfact
 - Certificate ISO 14001 (without rating) Hardfact
 - Certificate ISO 50001 (without rating) Hardfact

Please refer to the following view for the weighting:



Qualityperformance






PPM

$$PPM = \frac{\text{Quantity complained about (accepted by the supplier)}}{\text{Delivered quantity}} * 1.000.000$$

Complaint rate




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Hardfact

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Logisticsperformance




On-time delivery

Hardfact

Interval (days)	Rating	Status	Description
> 5	0		Delivery too late (>5 days)
5-2	50		Delivery too late (3 to 5 days)
< 3-(-2)	100		Delivery is in the expected period (+2/-2 days)
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< -5	0		Delivery too early (< 5 days)




Quantity fidelity

Hardfact

Interval	Rating	Status	Description
100-10	0		Delivery quantity is exceeded up to 10%
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Communication



Softfact

Interval	Rating	Status	Description
100	100		Accessibility and assistance to solve problems are very good
50	50		Accessibility and/or support for problem solving are to be optimized
0	0		Accessibility and assistance to solve problems are not acceptable

Compliance



Certificate ISO 9001

Hardfact

Interval	Rating	Status	Description
100	100		Valid certificate ISO 9001
0	0		No valid certificate ISO 9001



Certificate ISO 14001

Hardfact (without rating)

Interval	Rating	Status	Description
100	100		Valid certificate ISO 14001
0	0		No valid certificate ISO 14001



Certificate ISO 50001

Hardfact (without rating)

Interval	Rating	Status	Description
100	100		Valid certificate ISO 50001
0	0		No Valid certificate ISO 50001

Supplier Guide

Softfact (without rating)

Interval	Rating	Status	Description
100	100		Supplier guide is concluded
0	0		Supplier guide is not concluded

Dealers/Distributors (LG 900)

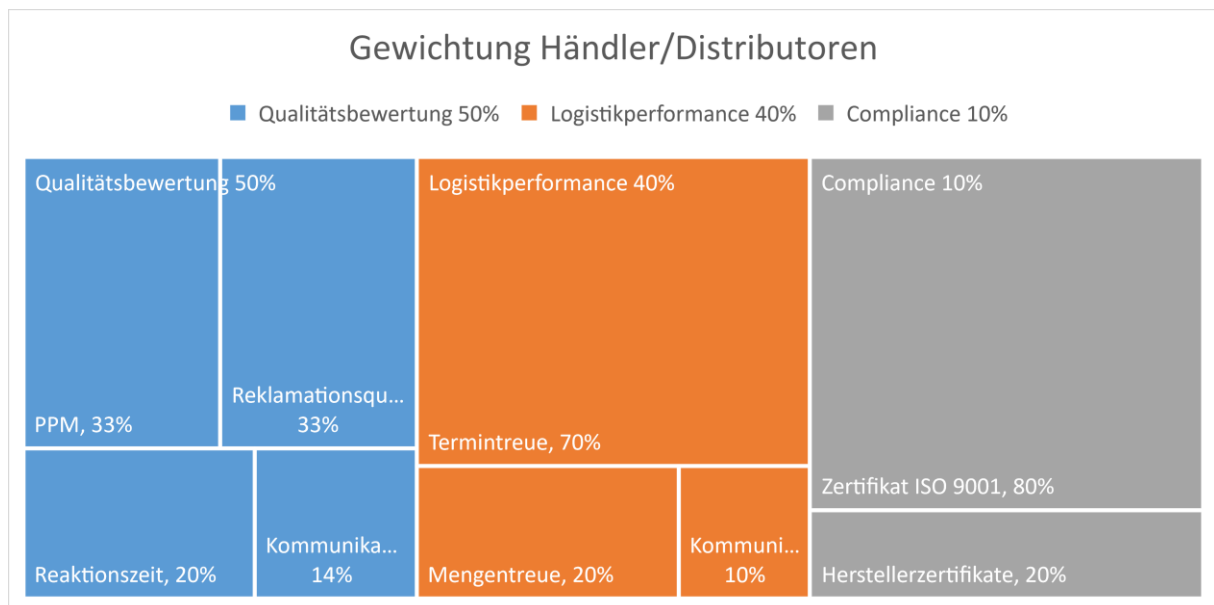
Valid for the following supplier groups:

- Dealers/Distributors 900

Components of the assessment:

- Qualityperformance
 - PPM Hardfact
 - Complaint rate Hardfact
 - Communication Softfact
 - Response time Hardfact
- Logisticsperformance
 - On-time delivery Hardfact
 - Quantity fidelity Hardfact
 - Communication Softfact
- Compliance
 - Certificate ISO 9001 Hardfact
 - Certificate ISO 14001 (without rating) Hardfact
 - Certificate ISO 50001 (without rating) Hardfact
 - Manufacturer certificates Softfact

Please refer to the following view for the weighting:



Qualityperformance

PPM

$$PPM = \frac{\text{Quantity complained about (accepted by the supplier)}}{\text{Delivered quantity}} * 1.000.000$$

Complaint rate

$$\text{Complaint rate} = \frac{\text{Deliveries complained about}}{\text{Deliveries total}} * 100$$

Hardfact

Interval	Rating	Status	Description
> 100	0	■	All deliveries were faulty
100-50	50	■	More than 50% of the deliveries were faulty
50-40	60	■	More than 40% of the deliveries were faulty
40-30	70	■	More than 30% of the deliveries were faulty
30-20	80	■	More than 20% of the deliveries were faulty
20-10	90	■	More than 10% of the deliveries were faulty
10-5	95	■	More than 5% of the deliveries were faulty
5-1	100	■	Less than 5% of the deliveries were faulty
1-0	100	■	All deliveries were free of faults
< 0	100	■	All deliveries were free of faults

Communication

Softfact

Interval	Rating	Status	Description
100	100	■	Accessibility and assistance to solve problems are very good
50	50	■	Accessibility and/or support for problem solving are to be optimized
0	0	■	Accessibility and assistance to solve problems are not acceptable

Response time

Hardfact

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> 20	20	■	Response time for 8D is not acceptable
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Logisticsperformance

On-time delivery

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Interval (days)	Rating	Status	Description
> 5	0	■	Delivery too late (>5 days)
5-2	50	■	Delivery too late (2 to 5 days)
< 2-(-2)	100	■	Delivery is in the expected period (+1/-2 days)
< (-2)-(-5)	50	■	Delivery too early (3 to 5 days)
< -5	0	■	Delivery too early (< 5 days)

Quantity fidelity

Hardfact

Interval	Rating	Status	Description
100-10	0	■	Delivery quantity is exceeded up to 10%
10-0	100	■	Delivery quantity is within the permissible tolerance of 10%
0-(-10)	100	■	Delivery quantity is within the permissible tolerance of 10%
< -10	0	■	Delivery quantity is up to 10% below

Communication



Softfact

Interval	Rating	Status	Description
100	100	■	Accessibility and assistance to solve problems are very good
50	50	■	Accessibility and/or support for problem solving are to be optimized
0	0	■	Accessibility and assistance to solve problems are not acceptable

Compliance



Certificate ISO 9001

Hardfact

Interval	Rating	Status	Description
100	100		Valid certificate ISO 9001
0	0		No valid certificate ISO 9001



Certificate ISO 14001

Hardfact (without rating)

Interval	Rating	Status	Description
100	100		Valid certificate ISO 14001
0	0		No valid certificate ISO 14001




Certificate ISO 50001

Hardfact (without rating)

Interval	Rating	Status	Description
100	100		Valid certificate ISO 50001
0	0		No Valid certificate ISO 50001



Manufacturer certificates

Softfact

Interval	Rating	Status	Description
100	100		Manufacturer certificates are available according to QMS requirements
50	50		Manufacturer certificates are partially available as requested; measures have demonstrably been started
0	0		Manufacturer certificates are not available as requested

Supplier Guide

Softfact (without rating)

Interval	Rating	Status	Description
100	100		Supplier guide is concluded
0	0		Supplier guide is not concluded