

WINTER Automation
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Therefore we categorize the supplier into ABC categories:

- “A” suppliers met mostly our expectations.
- “B” suppliers have an acceptable but already improvable base.
- “C” suppliers have the strong need to improve their supply performance.

Suppliers with a “C” categorization have to define a suitable **action plan until April 1st 2015** in order to improve their all-over performance by minimum one category.

Please send the requested action plan in time to the above mentioned Bosch contact.

Yours sincerely

Robert Bosch GmbH
Packaging Technology

Calculation overview

Complaint rate [%]: Number of complaints caused by supplier / Number of all incoming goods
Complaint rate [Points]: rate converted into points

scale:	%	0	≤1	≤2	≤5	≤8	≤10	>10
	Points	100	98	95	80	60	30	2

On time delivery: $100 - (\text{Number of incoming goods out of schedule} / \text{Number of all incoming goods}) * 100$

Cooperation: Subjective assessment (by purchasing) - Estimation of suppliers' service overall criteria- (e.g. reliability, technical competence, price level and support)

scale:	Evaluation	very good	good	average	bad	very bad
	Points	100	75	50	25	1

Overall Assessment: $0,5 * \text{Complaint rate [Points]} + 0,35 * \text{On-time delivery [Points]} + 0,15 * \text{cooperation [Points]}$

ABC-Ranking: According to reached points at Overall assessment

scale:	Points	≥80	≥65	<65
	Ranking	A	B	C