

CRITERIA	EVALUATION				
	5	4	3	2	1
<p>Conformity of the goods/services supplied</p> <p>translates the quality of the goods/services supplied, namely the quality of the product/performance of the service and the conformity with the agreed.</p> <p>1 - Bad; 2 - Mediocre; 3 - Sufficient; 4 - Good; 5 - Very good</p>					
<p>Complaints to suppliers</p> <p>translates the non-conformities that give rise to the opening of a complaint to the supplier.</p> <p>1 - Bad Number of complaints ≥ 4 2 - Mediocre number of complaints = 3 3 - Sufficient number of complaints = 2 4 - Good number of complaints = 1 5 - Very good number of complaints = 0</p>					
<p>Compliance with deadlines</p> <p>translates the compliance between the agreed deadlines and those actually practiced.</p> <p>1 - Bad non-compliance with the deadline ≥ 1 week 2 - Mediocre non-compliance with the deadline = 4 to 5 days 3 - Sufficient non-compliance with the deadline = 2 to 4 days 4 - Good non-compliance with the deadline = 1 to 2 days 5 - Very good non-compliance with the deadline = 0 days</p>					
<p>Prices and payment terms</p> <p>reflects the ability to be competitive against the competition in terms of costs and the supplier's payment terms against Volcalis' financial strategy.</p> <p>1 - Bad; 2 - Mediocre; 3 - Sufficient; 4 - Good; 5 - Very good</p>					
<p>Flexibility for trade negotiation</p> <p>Translates the ability to negotiate, punctual or global, prices or other commercial conditions.</p> <p>1 - Bad; 2 - Mediocre; 3 - Sufficient; 4 - Good; 5 - Very good</p>					
<p>Proximity to the supplier (environmental impact)</p> <p>translates the distance between the place of loading and the place of unloading - environmental impact resulting from the displacement.</p> <p>1 - Bad Distance > 4000 km 2 - Mediocre Distance between 3000 - 4000 km 3 - Sufficient distance between 2000 - 3000 Km 4 - Good Distance between 1000 - 2000 km 5 - Very good distance between 0 - 1000 km</p>					
<p>After-sales follow-up</p> <p>translates intellectual assistance (knowledge), technological (maintenance, repairs, software update, etc.) and material (spare parts).</p> <p>1 - Bad; 2 - Mediocre; 3 - Sufficient; 4 - Good; 5 - Very good</p>					

Responsiveness to special/unforeseen requests					
Translates the ability or flexibility to respond to atypical requests, as well as the development of new solutions to specific problems. 1 - Bad; 2 - Mediocre; 3 - Sufficient; 4 - Good; 5 - Very good					
Flexibility for negotiating deadlines					
It reflects the ability to respond to exceptional situations of shortening or extension of deadlines, as well as openness to negotiation of new deadlines. 1 - Bad; 2 - Mediocre; 3 - Sufficient; 4 - Good; 5 - Very good					
ISO 14001 environmental and ISO 9001 quality certification					
Know if suppliers have ISO 14001 environmental certification and ISO 9001 quality certification. 1 - zero certifications; 2 - in the process of certification; 3 - one certification; 4 - one certification and another in the process of certification; 5 - Two certifications					
Average					

Supplier evaluation criteria

Depending on the result obtained in the evaluation, the supplier can be classified considering levels A, B and C:

A	> 4	Great performance – excellent. Approved. Suitable supplier, without restrictions.
B	3 – 4	Satisfactory performance - good. Approved. Suitable supplier, with indications to improve.
C	1 – 2	Mediocre performance – bad. Failed. Supplier not suitable, to be excluded from the list of approved suppliers, except for the exception if it is a single supplier or by indication of the administration, in which case it may be necessary to review the supplier's control.