

CALAMBA WATER DISTRICT




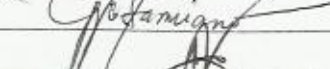
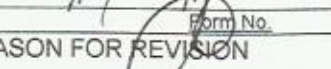
TITLE: EXTERNAL PROVIDERS PERFORMANCE EVALUATION

DOCUMENT NO. CWD-PUR-004

REVISION NO. 00

EFFECTIVE DATE: Dec. 28, 2016

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	NAME	SIGNATURE
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DOCUMENT HISTORY RECORD

DCN	REV. NO.	DATE REVISED	AUTHOR	REASON FOR REVISION
2016-12-013	00	N/A	Edwin L. Cartago	Initial Issue

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1.0 PURPOSE

- 1.1 To determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of s, based on their ability to provide processes or products and services in accordance with requirements. The organization shall retain documented information of these activities and any necessary action arising from the evaluations.

2.0 SCOPE


- 2.1 This documented information applies to qualified external providers of materials, equipment and services who continuously support CALAMBA WATER DISTRICT for at least three (3) consecutive months.

3.0 RESPONSIBILITY

- 3.1 Purchasing - Responsible for sourcing potential external providers.
- 3.1.1 The group also initiates the first meeting with the qualification team.
- 3.1.2 It is also the responsibility of the group to notify the Top Management/ Operation Manager/ Engineers of the contact details of prospective external provider, contractor and service providers.
- 3.1.3 Purchasing or his/her designee is responsible to maintain records of external provider sample materials and qualification reports.
- 3.1.4 Qualification team shall initiate external provider Survey after receiving notification from Purchasing group the contact details of prospective external providers, contractor and outsourced
- 3.2 Qualification Team- Composed of representatives from Audit group, Purchasing and Engineering. The group is responsible to assess external provider, subcontractor and service providers based on the capabilities presented in the external provider survey form against the product requirements and submit recommendation as necessary.

4.0 DEFINITION OF TERMS

- 4.1 External Provider – refers to the provider of construction materials both potential and current accredited external providers.
- 4.2 Accreditation – refers to the process of evaluating and qualifying of potential external providers.
- 4.3 List of Accredited – refers to the directory of accredited external providers of different fabrication and tooling materials.
- 4.4 Company Profile (SCP) – refers to the requested detailed information submitted by both potential and accredited external providers.
- 4.5 Performance Evaluation – refers to the process of evaluation of current accredited external provider performance in support to CWD operations.

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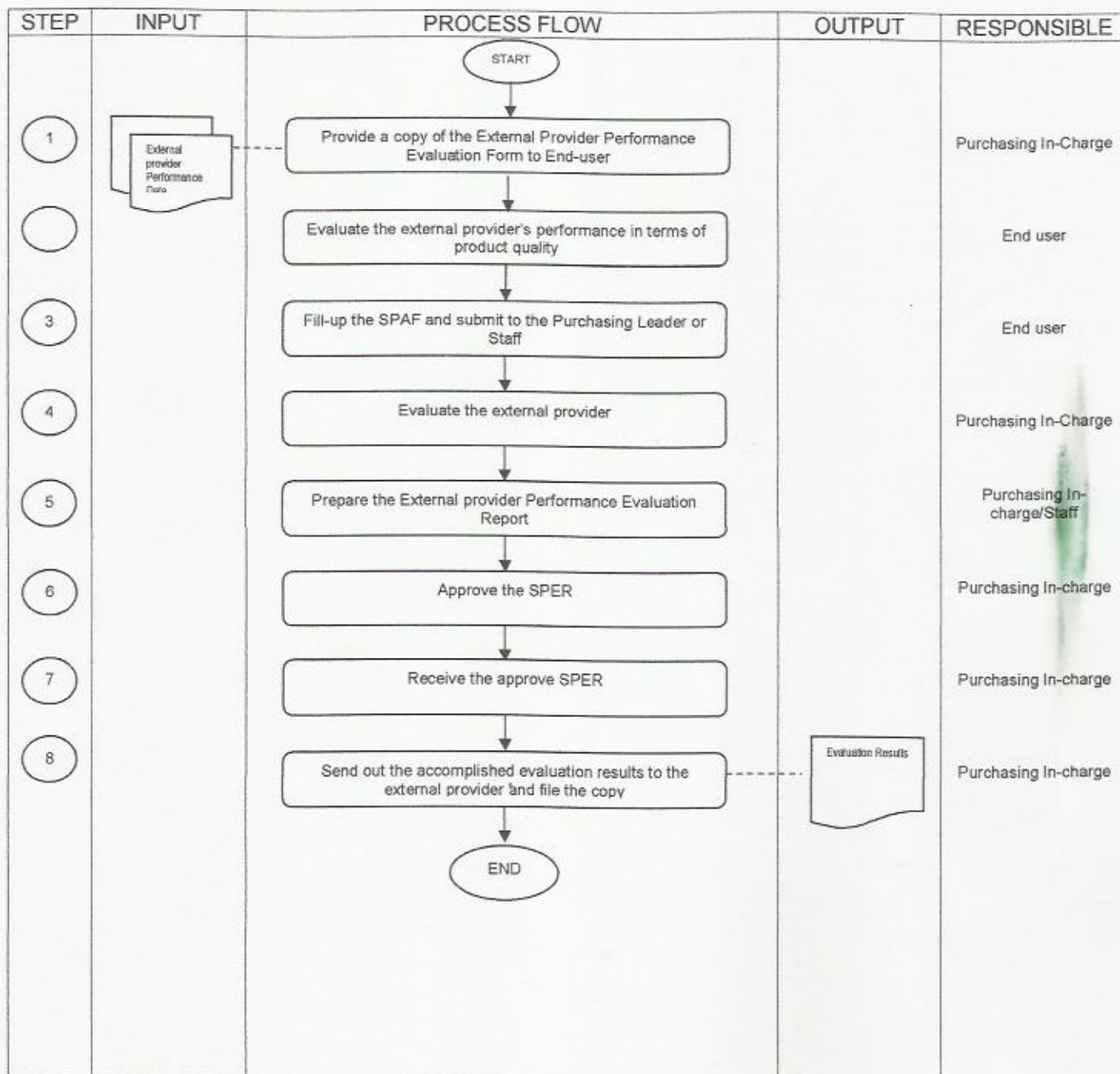
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5.0 PROCESS FLOW STEPS



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6.0 PROCESS DETAILS

- 6.1 Purchasing, Buyer and Engineering group identifies the external provider to be rated. Copy of the External Provider Performance Appraisal Form is to be provided by the Purchasing In-Charge to the end-user as per the evaluation period.
- 4.1 6.2 Performance Evaluation is conducted every six (6) months and the Scorecard is finalized annually and furnished to corresponding external provider, subcontractor and service provider. If needed, a formal review shall be scheduled to discuss further the performance rating and come up with the action items for improvements by the business partners. End-user evaluates the performance in terms of product quality using the External Providers Rate of Rejection, late delivery, and or/ record(s) response to Corrective Action Request.

- 6.3 End-user accomplishes the SPEF and submits it to the Purchasing In-Charge.

6.3.1 RATING COMPOSITION

RATING	CRITERIA			
	PRODUCT QUALITY	DELIVERY	WARRANTY	RESPONSE TO COMPLAINTS
5	Always conforms to specifications, in the PO, no rejects and returns	Delivers on the date of PO	Provides more than 15 days allowance on returns and replacement	Responds and act to complaints from 1 to 3 days
4	With cases of 1-2% rejects/returns on deliveries	1 day delay on deliveries	Provides 10 to 15 days allowance on returns and replacement	Responds and act to complaints from 4 to 7 days
3	Cases of rejects/returns are 3-5% of deliveries	2 days delay on deliveries	Provides 5 to 9 days allowance on returns and replacement	Responds and act to complaints from 8 to 10 days
2	6-10% rejects and returns encountered on deliveries	3 days delay deliveries	Provide 1 to 4 days allowance on return s and replacements	Responds and act to complaints from 11 to 15 days
1	More than 10% rejects/returns on deliveries	More than 3 days delay on deliveries	Do not accept returns and replacements	Responds and act to complaints 16 days or more

- | | |
|----------|---------------------|
| 16 to 20 | - EXCELLENT |
| 13 to 15 | - VERY SATISFACTORY |
| 10 to 12 | - SATISFACTORY |
| 0 to 9 | - POOR |

- 6.4 The Purchasing In-charge evaluates the External provider's performance in terms of delivery time, response to quotation request, compliance with documentary requirements and action to customer claims.

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EXTERNAL PROVIDER OVERALL PERFORMANCE RATING:

6.4.1 EXCELLENT (16 TO 20) - external provider has system in place and has the capability to produce according to given specification. It is entrusted that the external provider shall continuously improve and maintain the performance.

6.4.2 VERY SATISFACTORY (13 TO 15) - minor improvements recommended. Purchasing section head to work with external provider for continuous improvements.

6.4.3 SATISFACTORY (10 TO 12) - External provider has met minimum requirements based on **CWD** Standard. Improvements recommended and Purchasing Head to work with external provider for continuous improvement.

6.4.4 POOR (0 TO 9) - vendor failed to meet **CWD** standard. Purchasing Head to determine the degree of failure and effect to the company as a whole. All orders from this point will be monitored closely.

6.5 Purchasing staff prepares the External Provider's Performance Evaluation Report based on the ratings given in the SPAF and forwards it to the Purchasing In-Charge or Project Manager for approval.

6.5.1 External provider who failed in the performance appraisal is given a month to improve their quality system.

6.5.2 After the given time has lapsed the quality audit team shall perform a quality audit.

6.5.2.1 If the external provider failed in the quality audit, the external provider name shall be removed from the list of Accredited External providers de-listing however shall conform with R.A. 9184 IRR.

6.6 Purchasing Staff receives the copy of the approved SPER.

6.7 The accomplished external provider Evaluation results shall be send to designated external provider via Fax or Email

7.0 RECORDS RETENTION

7.1 Records generated under this documented information shall be retained for a period of 1 year or as deemed necessary for records retention extension.

8.0 REFERENCES

8.1 Quality Manual (if with existing)

8.2 ISO 9001:2015 Standard

8.3 General Purchasing Process/R.A. 9184

9.0 ATTACHMENTS

9.1 External provider Performance Evaluation Form

9.2 Corrective Action Request Form

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