

# MONITORING & EVALUATION of SUPPLIER AND SUBCONTRACTORS

Copy No: \_\_\_\_ of \_\_\_\_.  
Uncontrolled

Controlled /

Rev	Date	Description	Prepared by	Checked by	Approved by

*This document contains proprietary information that is owned by Steelfitz and is subject to copyright. Such information is for the management of the [insert title] Project only and any other use / reproduction / sharing for other purposes is strictly prohibited.*

- **CONTEXT & PURPOSE**

- **Context**

This procedure describes how to evaluate approved Supplier and Subcontractor after awarded on Projects, Support Facilities and Corporate Head Office accordance with the ISO QMS 9001:2008 Standards and the STF Quality Manual.

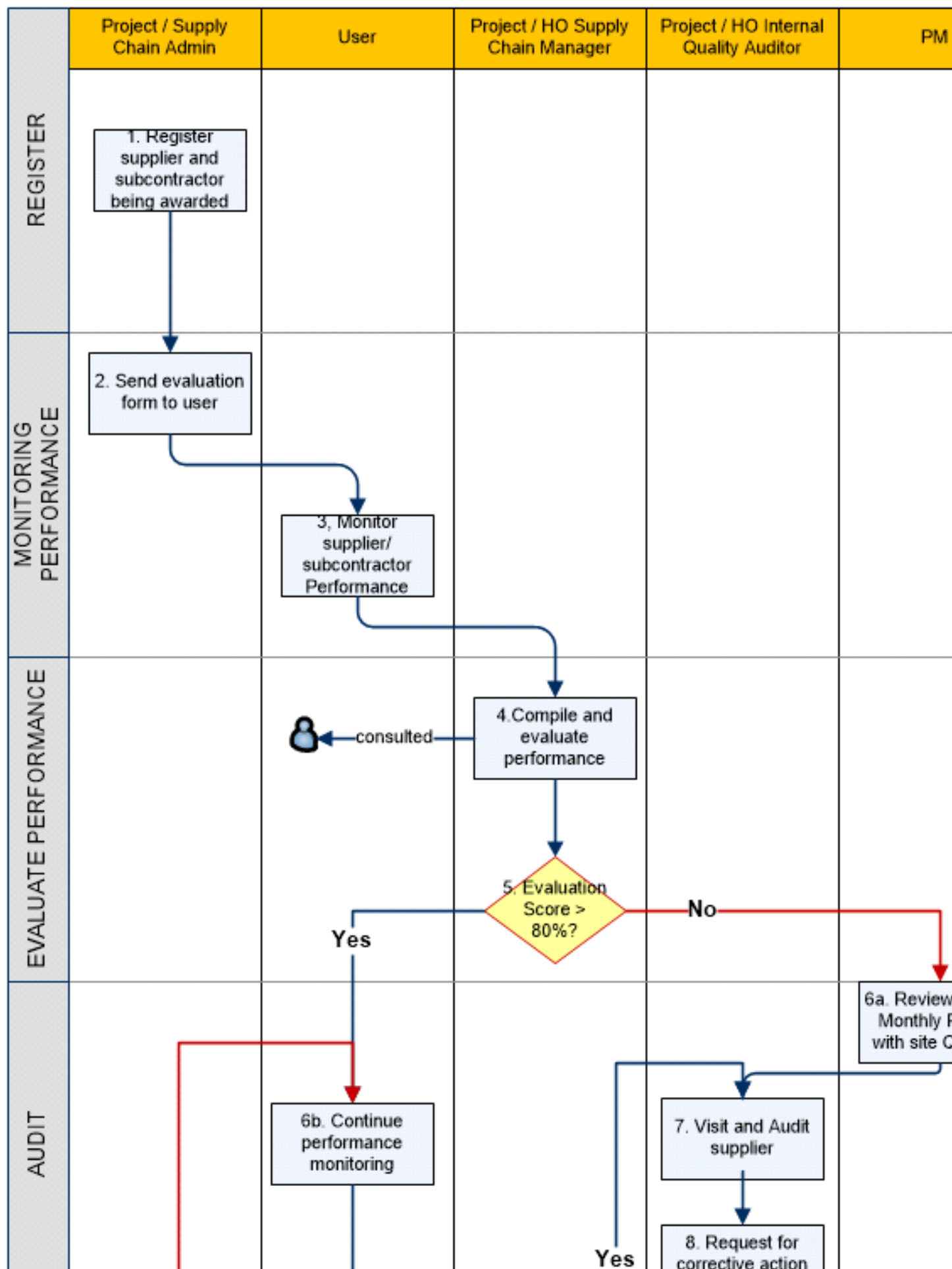
- **Purpose**

The purpose of this procedure is to outline the Steelfitz procedures dealing with Supplier and Subcontractor evaluation after awarded.

- **APPLICATION**

This procedure is to be applied in all Projects, Support Facilities and Corporate Head Office

- **PROCESS FLOWCHART**



- **KEY ACCOUNTABILITIES**

Project / HO Supply Chain Admin

Have a register of major suppliers and subcontractors awarded for the project, and send the **STF-BEX-FRM-018 Supplier / Subcontractor Performance Monitoring Form** to user and ask user to monitor the performance based on timeliness or frequency of product and service received.

User

Monitor performance of supplier / subcontractors based on the criteria set in the form **STF-BEX-FRM-018**.

Project / HO Supply Chain Manager

Collect and obtain supplier / subcontractors form STF-BEX-FRM-018 from user and evaluate the performance and trend of improvement using form STF-BEX-FRM-019 every month for OE suppliers and a minimum quarterly for all other suppliers depending on criticality to the business. Conclusion and recommendation should be made quarterly for essential vendors or a maximum of every six months for other suppliers together with PM in Monthly Quality Review or Project / HO Management Review. Record of Supplier / Sub contractor's evaluations every month will be sent to site QA Rep for the Monthly Quality Reporting.

Project / HO Internal Quality Auditor

Conducting Internal Audit to Supplier / subcontractors premises based on the Performance evaluation by the Project / HO Supply Chain Manager.

PM

Review STF-BEX-FRM-011 Project Quality Report from site QA Rep, and decide whether Supplier / Subcontractors Audit is necessary.

- **PROCESS**

5.1 Prepare register

- Supply Chain Admin prepare / print register of awarded supplier / subcontractors in the project/ HO and send to the user together with supplier / subcontractors monitoring Form STF-BEX-FRM-018.

5.2 Monitoring Performance

- The user initiates a supplier / subcontractors monitoring form.

- Refer to Form STF-BEX-FRM-0018, the following criteria should be monitored and the score should be calculated by the user: timeliness, accuracy, responsiveness, number of complaint, level of knowledge and HSE awareness.

### 5.3 Evaluation Performance

Upon receipt of the form STF-BEX-FRM-018 from the user every month, the Supply Chain Manager is responsible for conducting the evaluation of supplier / sub contractor's performance using form STF-BEX-FRM-019, identify trend in a graph / chart. The Supply Chain Manager recommends action based on the quarterly score and discuss with site QA Rep and PM in the monthly quality meeting.

### 5.4 Audit

If a supplier audit is recommended by the team, then Internal Quality Auditors should go visit using L2 Audit Checklist for General service STF-BEX-FRM-009. Internal Quality Auditors shall recommend corrective action that would eliminate the root causes, and verify that the CPAR has been successfully closed, and implemented.

### 5.5 Improving Performance of Supplier / Sub Contractor

Site QA Rep, Project/Ho Supply Chain Manager, and Internal Auditor ensure that the performance monitoring / evaluation, and supplier audit will help the supplier/ subcontractors to improve their performance.

## • **DELIVERABLES**

- Register of Awarded Supplier and Subcontractors  
The list of register supplier and subcontractors, that can be obtain from Supply Chain Officer.
- Supplier / Subcontractors Performance Monitoring (Form STF-BEX-FRM-018)  
The form consists of criteria's that reflected the quality dimension / KPI of supplier / subcontractors. It is used to monitor performance of supplier and subcontractors using
- Supplier / Subcontractors Performance Evaluation (Form STF-BEX-FRM-019)  
The form consists of supplier / subcontractor's name and monthly score. It is used to evaluate performance of supplier and subcontractors monthly and quarterly.

- Audit L2 Checklist for Support Facility (Form STF-BEX-FRM-009)  
The checklist used to audit supplier.
- STF-BEX-FRM-012 CPAR Form  
The form to be used to initiate, submit and track the status of CPAR completion.

- **DEFINITIONS**

Term	Definition
PM	Project Manager
CPAR	Corrective/Preventive Action Request

- **RELATED PROCEDURES, FORMS AND TEMPLATES**

STF-BEX-FRM-018      Monitoring Supplier / Sub Contractor's Performance  
STF-BEX-FRM-019      Evaluation Supplier / Sub Contractor's Performance  
STF-BEX-FRM-009      Internal Quality Audit L2 for Support Facility  
STF-BEX-FRM-011      Project Quality Review  
STF-BEX-FRM-012      CPAR Form

- **Related Knowledge**

ISO 9001:2008    Quality Management System Standard