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Page	1 of 3

Table of Contents

Monitoring of Supplier Performance	2
Summary	2
Measurement Criteria	2
Underperforming Suppliers	3

For suppliers to location:

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Marlborough, MA 01752

Monitoring of Supplier Performance

Summary

It is important that suppliers maintain a good performance standing in order to continue to do business with our location. We periodically re-evaluate the performance of our suppliers as part of our quality management system.

Supplier performance monitoring may be summarized as: “Does the supplier meet our expectations?” We encourage suppliers to maintain an open and frank dialogue with us regarding issues, risks or other concerns that may impact us or our customers. In doing so, the supplier is proactively assisting in setting appropriate expectations.

Measurement Criteria

Suppliers are evaluated using a rating system which examines supplier performance across multiple dimensions during a measurement period. We recognize that reducing a supplier’s performance to mere numbers can obscure the genuine efforts and goodwill exhibited by a supplier. Therefore, our rating system seeks to use numeric ratings which have also been informed by the interactions experiences for each of these dimensions:

- Meeting Delivery Requirements
 - Does the supplier meet our delivery requirements?
- Communication
 - Does the supplier proactively communicate updates, changes, and status information to us?
 - How difficult is it to contact the supplier? Once contacted, how readily can the supplier provide information?
- Price
 - Is the pricing provided to us competitive?
- Quality
 - Are orders accurately fulfilled?
 - Is the product properly packaged, labeled and shipped?
 - Is the product of good quality?
 - How many nonconformances have been recorded regarding the supplier or supplier’s product?
 - How many SCARs have been issued to the supplier?
 - If a quality issue is presented to the supplier (e.g., SCAR), is it readily addressed and escalated as needed?
 - Is the company ISO 9001 or ISO 13485 certified?
- Life Cycle Support
 - Has the supplier made unannounced product changes?
 - Does the supplier provide product life cycle support (PCNs, LTB, roadmaps, EOL notifications)?
- Service (RMA)
 - Is the supplier’s process to obtain an RMA clear and streamlined?
 - Does the supplier handle returns and replacements expediently?

Underperforming Suppliers

If a supplier is underperforming, the supplier will be contacted to inform the supplier of the performance concerns. We may require that the supplier take certain corrective actions to address the concerns, depending on the severity and impact to us and our customers.

If a supplier fails to address the performance concerns adequately and in a timely manner, we may seek to alter our relationship with the supplier or cease doing business with the supplier.