

# Assessment of services - forwarders and carriers

## 1. General information

This supplier evaluation serves to determine the quality of carriers and forwarders. We assess adherence to agreed dates and times, level of cooperation, environmental safety and roadworthiness of the vehicles.

Once a year, we evaluate forwarders and carriers whose turnover exceeds a predefined value given in euro per year. If an assessed company does not reach the required evaluation score, it will be still evaluated in the subsequent year. If this company falls short of the given limits once again, there will be no further evaluation.

Turnover/ limits	Location A /	Location D /	Location C
	250,000 euro	250,000 euro	50,000 euro

## 2. Description

### 2.1 Assessment scheme

Assessment will be carried out according to [FB-SPEW:15-09](#) „Assessment scheme for carriers and freight forwarders“.

In order to ensure objective evaluation, this assessment form will be filled in by a previously defined group of people. The persons selected among our employees will come from different locations (location A, D and C) and departments and they must have had contact with the corresponding carrier or freight forwarder. Moreover, the evaluation is also based on data received by our EDP-system.

Evaluation will be carried out by each and every person individually.

Scoring:

Excellent	4 points
Good	3 points
Average	2 points
Bad	1 point

It falls under the responsibility of the cargo manager of the location involved to calculate the results and to inform the carrier and forwarding agencies of the results obtained.

Checked/released:	Date: 19/05/2013	Name: Josef Bauer	Signature:
Printed:	Date: 06.08.2015	Name: Erika Zahnt	Document is only valid as per the date of printing!
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**2.2 Current classification**

Supplier class A	Fully meets requirements	68 to 61 points	90 to 100%
Supplier class AB	Vast majority of requirements fulfilled	60 to 54points	below 90% to 80%
Supplier class B	Partly fulfilled	53 to 40 points	below 80% to 60%
Supplier class C	Not fulfilled	39 to 0 points	below 60%

Supplier class I	QM system available
Supplier class II	No QM system available

e.g. **AI** forwarder or carrier has reached at least 61 points and has implemented a QM-System



### **2.3 Suspension of service providers**

If forwarders or carriers are classified as suppliers class C in accordance with their results, they are invited to a supplier meeting.

During this meeting corrective measures and preventive action for the following exercise have to be established with the aim to improve the supplier's classification to at least class B.

If this cannot be achieved, the supplier is banned from delivering services.