

## **Explanation of the evaluation criteria for supplier rating**

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<b>Introduction</b>	<b>3</b>
<b>General</b>	<b>3</b>
<b>Supplier groups</b>	<b>5</b>
<b>Automotive</b>	<b>6</b>
Qualityperformance	7
Logisticsperformance	7
Compliance	8
<b>Technomotive</b>	<b>10</b>
Qualityperformance	11
Logisticsperformance	11
Compliance	12
<b>Dealers/Distributors</b>	<b>14</b>
Qualityperformance	15
Logisticsperformance	15
Compliance	16

## Introduction

Increasing the quality standards of our products at competitive prices is the top corporate goal of the Burger Group.

As our supplier, you make a significant contribution to this. That is why your development in terms of continuous improvement of the quality of your products with the aim of a zero error rate and your logistics performance is particularly important to us.

This explanation serves to transparently explain our evaluation criteria to our suppliers.

Supplier evaluations are sent to suppliers every six months of the financial year.

## General

Classification rating points

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 A 100-90

All ratings comply with the quality standards required by the Burger Group.

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 B 90>=80

Requirements were not fully met. Improvements are necessary. Written statement in the form of an action plan within 3 weeks after approval of the evaluation to the purchasing management required.

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 C <80

A sustainable improvement with regard to the requirements of the Burger Group is absolutely necessary. Personal presentation of your corrective measures to the purchasing management within 6 weeks after receipt of the evaluation is required.

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Assessments are carried out in two categories:

- Hard facts  
Factually proven criteria. The calculation basis comes from the transaction data of the ERP and CAQ systems.
- Soft facts  
These criteria are rated with full points by default and are downgraded if necessary.

Please address queries and correspondence regarding supplier evaluation to:

SBS-Feintechnik: [lieferantenbewertung@sbs-feintechnik.com](mailto:lieferantenbewertung@sbs-feintechnik.com)

KBS-Spritztechnik: [lieferantenbewertung@kbs-spritztechnik.com](mailto:lieferantenbewertung@kbs-spritztechnik.com)

KBS-Antriebstechnik: [lieferantenbewertung@kbs-antriebstechnik.com](mailto:lieferantenbewertung@kbs-antriebstechnik.com)

KBS-Spritztechnik CH: [lieferantenbewertung@kbs-spritztechnik.ch](mailto:lieferantenbewertung@kbs-spritztechnik.ch)

SBS-Mechatronics: [lieferantenbewertung@sbs-mechatronics.ch](mailto:lieferantenbewertung@sbs-mechatronics.ch)

SBS-Drivetec: [supplierevaluation@sbs-drivetec.com](mailto:supplierevaluation@sbs-drivetec.com)

## Supplier groups

You can find out which supplier group you belong to from your supplier rating.

Automotive:

- 100
- 101

Technomotive:

- 200
- 201

Dealers/Distributors:

- 900

## Automotive

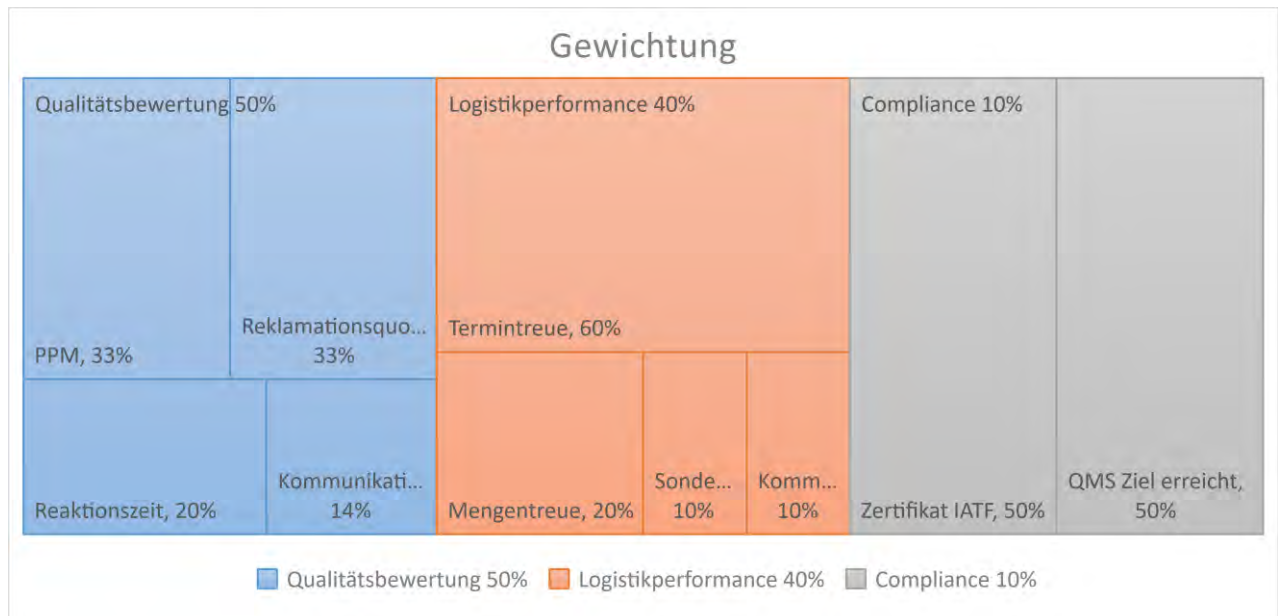
Valid for the following supplier groups:

- Automotive components 100
- Automotive external processing 101

### Components of the assessment:

- Qualityperformance
  - PPM Hardfact
  - Complaint rate Hardfact
  - Communication Softfact
  - Response time Hardfact
- Logisticsperformance
  - On-time delivery Hardfact
  - Special trips Softfact
  - Quantity fidelity Hardfact
  - Communication Softfact
- Compliance
  - Certificate IATF 16949 Hardfact
  - Certificate ISO 14001 (without rating) Hardfact
  - Certificate ISO 50001 (without rating) Hardfact
  - QMS development target achieved Softfact

Please refer to the following view for the weighting:



## Qualityperformance

### PPM

$$PPM = \frac{\text{Quantity complained about (accepted by the supplier)}}{\text{Delivered quantity}} * 1.000.000$$

### Complaint rate

$$\text{Complaint rate} = \frac{\text{Deliveries complained about}}{\text{Deliveries total}} * 100$$

### Hardfact

Interval	Rating	Status	Description
> 100	0	<span style="color: red;">■</span>	All deliveries were faulty
100-50	50	<span style="color: red;">■</span>	More than 50% of the deliveries were faulty
50-40	60	<span style="color: red;">■</span>	More than 40% of the deliveries were faulty
40-30	70	<span style="color: yellow;">■</span>	More than 30% of the deliveries were faulty
30-20	80	<span style="color: yellow;">■</span>	More than 20% of the deliveries were faulty
20-10	90	<span style="color: yellow;">■</span>	More than 10% of the deliveries were faulty
10-5	95	<span style="color: yellow;">■</span>	More than 5% of the deliveries were faulty
5-1	100	<span style="color: green;">■</span>	Less than 5% of the deliveries were faulty
1-0	100	<span style="color: green;">■</span>	All deliveries were free of faults
< 0	100	<span style="color: green;">■</span>	All deliveries were free of faults

### Communication

#### Softfact

Interval	Rating	Status	Description
100	100	<span style="color: green;">■</span>	Accessibility and assistance to solve problems are very good
50	50	<span style="color: yellow;">■</span>	Accessibility and/or support for problem solving are to be optimized
0	0	<span style="color: red;">■</span>	Accessibility and assistance to solve problems are not acceptable

### Response time






#### Hardfact

Interval (days)	Rating	Status	Description
> 20	20	<span style="color: red;">■</span>	Response time for 8D is not acceptable
20 ... 15	50	<span style="color: red;">■</span>	Response time for 8D is not acceptable
< 15 ... 10	80	<span style="color: yellow;">■</span>	Response time for 8D is to be optimized
< 10 ... 5	100	<span style="color: green;">■</span>	Response time for 8D is good
< 5 ... 0	100	<span style="color: green;">■</span>	Response time for 8D is very good

## Logisticsperformance



*On-time delivery*

*Hardfact*

Interval (days)	Rating	Status	Description
> 5	0		Delivery too late (>5 days)
5-2	50		Delivery too late (2 to 5 days)
< 2-(-2)	100		Delivery is in the expected period (+1/-2 days)
< (-2)-(-5)	50		Delivery too early (3 to 5 days)
< -5	0		Delivery too early (< 5 days)





*Special trips*

*Softfact*

Interval	Rating	Status	Description
<b>100</b>	100		Special trips inconspicuous
<b>0</b>	0		Special trips lead to disruptions




*Quantity fidelity*

*Hardfact*

Interval	Rating	Status	Description
<b>100-10</b>	0		Delivery quantity is exceeded up to 10%
<b>10-0</b>	100		Delivery quantity is within the permissible tolerance of 10%
<b>0-(-10)</b>	100		Delivery quantity is within the permissible tolerance of 10%
<b>&lt; -10</b>	0		Delivery quantity is up to 10% below

*Communication*

*Softfact*



Interval	Rating	Status	Description
<b>100</b>	100		Accessibility and assistance to solve problems are very good
<b>50</b>	50		Accessibility and/or support for problem solving are to be optimized
<b>0</b>	0		Accessibility and assistance to solve problems are not acceptable

Compliance

*Certificate IATF 16949*



*Hardfact*



Interval	Rating	Status	Description
100	100		Valid certificate IATF 16949
0	0		No valid certificate IATF 16949



*Certificate ISO 14001*

*Hardfact (without evaluation)*

Interval	Rating	Status	Description
100	100		Valid certificate ISO 14001
0	0		No valid certificate ISO 14001



*Certificate ISO 50001*

*Hardfact (without evaluation)*

Interval	Rating	Status	Description
100	100		Valid certificate ISO 50001
0	0		No Valid certificate ISO 50001



*QMS development target achieved*

*Softfact*

Interval	Rating	Status	Description
100	100		Yes
0	0		No



*Sustainability questionnaire*

*Softfact (without evaluation)*

Interval	Rating	Status	Description
100	100		Sustainability questionnaire submitted and in order
0	0		Sustainability questionnaire not submitted or not in order

*Supplier Guide*

*Softfact (without evaluation)*

Interval	Rating	Status	Description
100	100		Supplier guide is concluded
0	0		Supplier guide is not concluded

## Technomotive

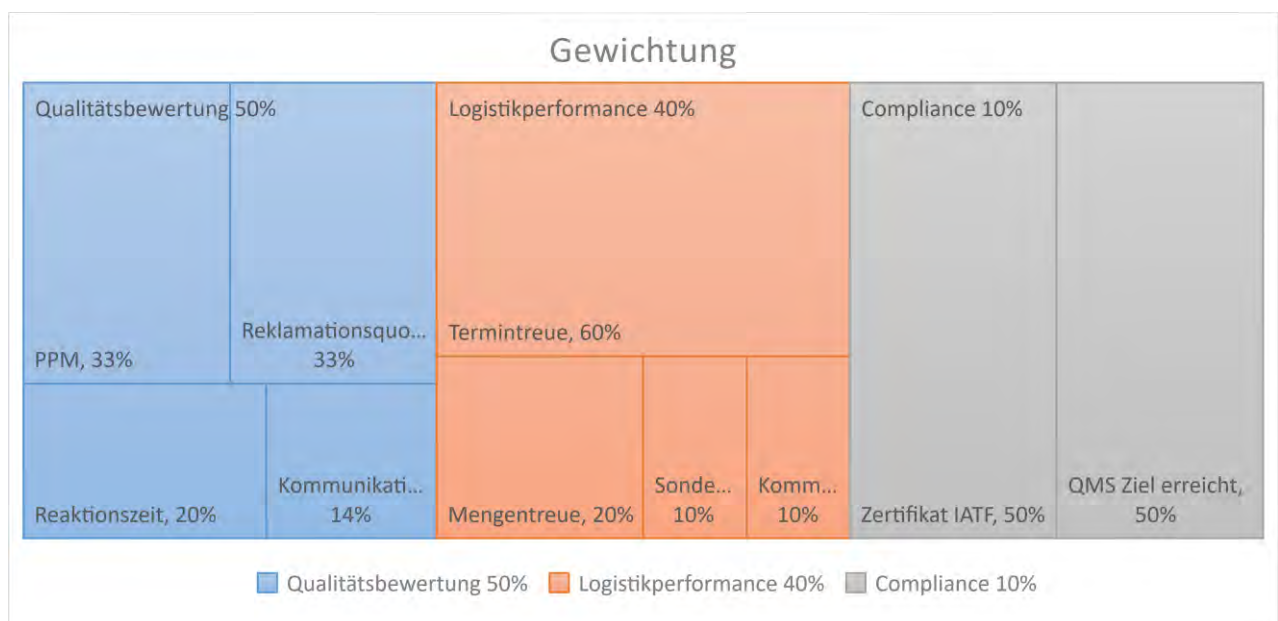
Valid for the following supplier groups:

- Technomotive components 200
- Technomotive external processing 201

### Components of the assessment:

- Qualityperformance
  - PPM Hardfact
  - Complaint rate Hardfact
  - Communication Softfact
  - Response time Hardfact
- Logisticsperformance
  - On-time delivery Hardfact
  - Special trips Softfact
  - Quantity fidelity Hardfact
  - Communication Softfact
- Compliance
  - Certificate ISO 9001 Hardfact
  - Certificate ISO 14001 (without rating) Hardfact
  - Certificate ISO 50001 (without rating) Hardfact

Please refer to the following view for the weighting:



## Qualityperformance

### PPM

$$PPM = \frac{\text{Quantity complained about (accepted by the supplier)}}{\text{Delivered quantity}} * 1.000.000$$

### Complaint rate

$$\text{Complaint rate} = \frac{\text{Deliveries complained about}}{\text{Deliveries total}} * 100$$

### Hardfact

Interval	Rating	Status	Description
> 100	0	<span style="color: red;">■</span>	All deliveries were faulty
100-50	50	<span style="color: red;">■</span>	More than 50% of the deliveries were faulty
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20-10	90	<span style="color: yellow;">■</span>	More than 10% of the deliveries were faulty
10-5	95	<span style="color: yellow;">■</span>	More than 5% of the deliveries were faulty
5-1	100	<span style="color: green;">■</span>	Less than 5% of the deliveries were faulty
1-0	100	<span style="color: green;">■</span>	All deliveries were free of faults
< 0	100	<span style="color: green;">■</span>	All deliveries were free of faults

### Communication

#### Softfact

Interval	Rating	Status	Description
100	100	<span style="color: green;">■</span>	Accessibility and assistance to solve problems are very good
50	50	<span style="color: yellow;">■</span>	Accessibility and/or support for problem solving are to be optimized
0	0	<span style="color: red;">■</span>	Accessibility and assistance to solve problems are not acceptable

### Response time






#### Hardfact

Interval (days)	Rating	Status	Description
> 20	20	<span style="color: red;">■</span>	Response time for 8D is not acceptable
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< 5 ... 0	100	<span style="color: green;">■</span>	Response time for 8D is very good

## Logisticsperformance



### On-time delivery

#### Hardfact

Interval (days)	Rating	Status	Description
> 5	0		Delivery too late (>5 days)
5-2	50		Delivery too late (3 to 5 days)
< 3-(-2)	100		Delivery is in the expected period (+2/-2 days)
< (-2)-(-5)	50		Delivery too early (3 to 5 days)
< -5	0		Delivery too early (< 5 days)





#### Special trips

##### Softfact

Interval	Rating	Status	Description
100	100		Special trips inconspicuous
0	0		Special trips lead to disruptions




#### Quantity fidelity

##### Hardfact

Interval	Rating	Status	Description
100-10	0		Delivery quantity is exceeded up to 10%
10-0	100		Delivery quantity is within the permissible tolerance of 10%
0-(-10)	100		Delivery quantity is within the permissible tolerance of 10%
< -10	0		Delivery quantity is up to 10% below

#### Communication



##### Softfact

Interval	Rating	Status	Description
100	100		Accessibility and assistance to solve problems are very good
50	50		Accessibility and/or support for problem solving are to be optimized
0	0		Accessibility and assistance to solve problems are not acceptable

## Compliance



#### Certificate ISO 9001

##### Hardfact

Interval	Rating	Status	Description
100	100		Valid certificate ISO 9001
0	0		No valid certificate ISO 9001



*Certificate ISO 14001*

*Hardfact*

Interval	Rating	Status	Description
100	100		Valid certificate ISO 14001
0	0		No valid certificate ISO 14001



*Certificate ISO 50001*

*Hardfact*

Interval	Rating	Status	Description
100	100		Valid certificate ISO 50001
0	0		No Valid certificate ISO 50001



*Sustainability questionnaire*

*Softfact (without evaluation)*

Interval	Rating	Status	Description
100	100		Sustainability questionnaire submitted and in order
0	0		Sustainability questionnaire not submitted or not in order

*Supplier Guide*

*Softfact (without evaluation)*

Interval	Rating	Status	Description
100	100		Supplier guide is concluded
0	0		Supplier guide is not concluded

## Dealers/Distributors

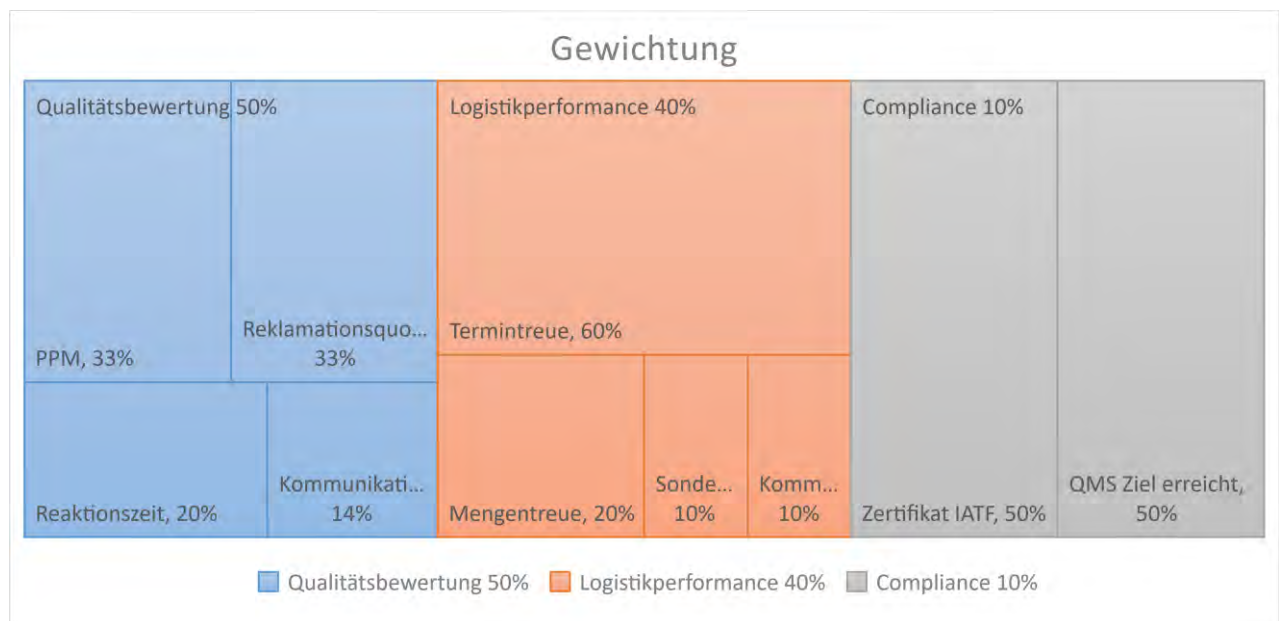
Valid for the following supplier groups:

- Dealers/Distributors 900

### Components of the assessment:

- Qualityperformance
  - PPM Hardfact
  - Complaint rate Hardfact
  - Communication Softfact
  - Response time Hardfact
- Logisticsperformance
  - On-time delivery Hardfact
  - Special trips Softfact
  - Quantity fidelity Hardfact
  - Communication Softfact
- Compliance
  - Certificate ISO 9001 Hardfact
  - Certificate ISO 14001 (without rating) Hardfact
  - Certificate ISO 50001 (without rating) Hardfact
  - Manufacturer certificates Softfact

Please refer to the following view for the weighting:



## Qualityperformance

### PPM

$$PPM = \frac{\text{Quantity complained about (accepted by the supplier)}}{\text{Delivered quantity}} * 1.000.000$$

### Complaint rate

$$\text{Complaint rate} = \frac{\text{Deliveries complained about}}{\text{Deliveries total}} * 100$$

### Hardfact

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30-20	80	<span style="color: yellow;">■</span>	More than 20% of the deliveries were faulty
20-10	90	<span style="color: yellow;">■</span>	More than 10% of the deliveries were faulty
10-5	95	<span style="color: yellow;">■</span>	More than 5% of the deliveries were faulty
5-1	100	<span style="color: green;">■</span>	Less than 5% of the deliveries were faulty
1-0	100	<span style="color: green;">■</span>	All deliveries were free of faults
< 0	100	<span style="color: green;">■</span>	All deliveries were free of faults

### Communication

#### Softfact

Interval	Rating	Status	Description
100	100	<span style="color: green;">■</span>	Accessibility and assistance to solve problems are very good
50	50	<span style="color: yellow;">■</span>	Accessibility and/or support for problem solving are to be optimized
0	0	<span style="color: red;">■</span>	Accessibility and assistance to solve problems are not acceptable

### Response time

#### Hardfact

Interval (days)	Rating	Status	Description
> 20	20	<span style="color: red;">■</span>	Response time for 8D is not acceptable
20 ... 15	50	<span style="color: red;">■</span>	Response time for 8D is not acceptable
< 15 ... 10	80	<span style="color: yellow;">■</span>	Response time for 8D is to be optimized
< 10 ... 5	100	<span style="color: green;">■</span>	Response time for 8D is good
< 5 ... 0	100	<span style="color: green;">■</span>	Response time for 8D is very good

## Logisticsperformance

### On-time delivery

#### Hardfact

Interval (days)	Rating	Status	Description
> 5	0	<span style="color: red;">█</span>	Delivery too late (>5 days)
5-2	50	<span style="color: yellow;">█</span>	Delivery too late (2 to 5 days)
< 2-(-2)	100	<span style="color: green;">█</span>	Delivery is in the expected period (+1/-2 days)
< (-2)-(-5)	50	<span style="color: yellow;">█</span>	Delivery too early (3 to 5 days)
< -5	0	<span style="color: red;">█</span>	Delivery too early (< 5 days)

#### Special trips

##### Softfact

Interval	Rating	Status	Description
<b>100</b>	100	<span style="color: green;">█</span>	Special trips inconspicuous
<b>0</b>	0	<span style="color: red;">█</span>	Special trips lead to disruptions

#### Quantity fidelity

##### Hardfact

Interval	Rating	Status	Description
<b>100-10</b>	0	<span style="color: green;">█</span>	Delivery quantity is exceeded up to 10%
<b>10-0</b>	100	<span style="color: red;">█</span>	Delivery quantity is within the permissible tolerance of 10%
<b>0-(-10)</b>	100	<span style="color: red;">█</span>	Delivery quantity is within the permissible tolerance of 10%
<b>&lt; -10</b>	0	<span style="color: green;">█</span>	Delivery quantity is up to 10% below

#### Communication

##### Softfact



Interval	Rating	Status	Description
<b>100</b>	100	<span style="color: green;">█</span>	Accessibility and assistance to solve problems are very good
<b>50</b>	50	<span style="color: yellow;">█</span>	Accessibility and/or support for problem solving are to be optimized
<b>0</b>	0	<span style="color: red;">█</span>	Accessibility and assistance to solve problems are not acceptable

## Compliance

### Certificate ISO 9001



#### Hardfact



Interval	Rating	Status	Description
100	100		Valid certificate ISO 9001
0	0		No valid certificate ISO 9001



#### Certificate ISO 14001

##### Hardfact

Interval	Rating	Status	Description
100	100		Valid certificate ISO 14001
0	0		No valid certificate ISO 14001




#### Certificate ISO 50001

##### Hardfact

Interval	Rating	Status	Description
100	100		Valid certificate ISO 50001
0	0		No Valid certificate ISO 50001



#### Manufacturer certificates

##### Softfact

Interval	Rating	Status	Description
100	100		Manufacturer certificates are available according to QMS requirements
50	50		Manufacturer certificates are partially available as requested; measures have demonstrably been started
0	0		Manufacturer certificates are not available as requested



#### Sustainability questionnaire

##### Softfact (without evaluation)

Interval	Rating	Status	Description
100	100		Sustainability questionnaire submitted and in order
0	0		Sustainability questionnaire not submitted or not in order

#### Supplier Guide

##### Softfact (without evaluation)

Interval	Rating	Status	Description
100	100		Supplier guide is concluded
0	0		Supplier guide is not concluded