LEADING IN PRODUCTION EFFICIENCY

DÜRR SUPPLIER AWARD

REQUIREMENTS AND EVALUATION CRITERIA FOR THE QUALITY & RELIABILITY CATEGORY

» The ***quality of the services provided*** never gives cause for complaints and impresses us and our customers. This is reflected in the supplier evaluation.

» One aspect of the quality service is the ***long service life and consistent performance*** of the products.

» The need to ***rework products*** and the occurrence of ***punch list items*** are kept to a minimum.

» The excellent quality of the products and services is enhanced by ***corresponding documentation*** provided in an appropriate form and on schedule, together with ***adequate labeling***.

» A suitable ***quality management system*** ensures that the concept of quality lies permanently at the heart of the organization. The supplier not only has ISO 9001 and ISO 14001 certification, but also actively puts the standards into practice.

» Quality is seen as a ***proactive process***. In the event of design or quality problems, the supplier produces suitable concepts to meet the requirements in question.

» The supplier responds ***flexibly*** to change requests. The supplier is also ***adaptable and cooperative*** in the event of increases in volume. The consistently high quality of its services is impressive.

» The supplier's production and sales logistics system ensures that ***deadlines are met and the agreed volumes are supplied***. The supplier gives Dürr advance notice of faults, escalations or delayed deliveries.

» The supplier ***responds immediately and reliably*** to requests and problems. ***Good communication*** adds the finishing touch to the supplier's profile.

» A ***fair and cooperative approach*** and ***transparent processes*** increase the quality and the loyalty of the relationship.

» ***Financial stability, attractive prices*** and a ***consistent management team*** ensure that the cooperation will be long-lasting.