	<b>QUALITY MANAGEMENT SYSTEM PROCEDURE MANUAL</b>	Doc. No. : PUR/QMSP/02
		Rev. No. : 10
	DEPARTMENT : MATERIALS MANAGEMENT	Rev. Date : 01.04.2017
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PROCEDURE FOR SUPPLIER QUALITY RATING		

### 1.0 PURPOSE

To establish a system for evaluating performance of suppliers

### 2.0 SCOPE

Applicable to all Suppliers, from whom the company has purchased products or services that have impact on the quality of products manufactured by the company.

### 3.0 DEFINITIONS

QTY. : Quantity

HOD : Head of Department

### 4.0 RESPONSIBILITIES


4.1 H.O.D. (MM) is responsible for the implementation of this procedure.

4.2 Individual responsibilities for specific activities are given below under description.

### 5.0 PROCESS INPUTS

SL. NO.	DESCRIPTION	SOURCE	REF. DOC./REC. NO.
5.1	Quantity of product supplied by each Supplier	Receipt report from stores and QA.	STR / F 08


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## 6.0 PROCESS DISCRIPTION (QUALITY RATING)


SL. NO.	ACTIVITY	RESPONSIBILITY	REF. DOC./REC. NO.
6.1	Consider the quantity of products handled during the period under consideration for the evaluation of Supplier's performances.	S/I (RM-Purchase)	
6.2	<ol style="list-style-type: none"> <li>1. Supplier Quality Rating.</li> <li>2. Supplier Delieri Rating.</li> </ol>	-Do-	
<b>6.2.1</b>	<b>Supplier Quality Rating</b>		
	<p>For Raw Material and Ferro Alloys, determine Quality Rating (QR), as follows:</p> <p>(a) <b>Raw Material :-</b></p> <p>(i) Iron Ore -  <math>0.5(\text{Fe}) \times 100\% + 0.3(\text{undersize}) \times 100\% + 0.2\% (\text{Shortage}) \times 100\%</math></p> <p>(ii) Limestone &amp; Dolomite  <math>0.5(\text{CaO}) \times 100\% + 0.3(\text{undersize}) \times 100\% + 0.2\% (\text{Shortage}) \times 100\%</math></p> <p>(iii) Quartzite  <math>0.5(\text{SiO}_2) \times 100\% + 0.3(\text{undersize}) \times 100\% + 0.2\% (\text{Shortage}) \times 100\%</math></p> <p>(iv) Manganese Ore  <math>0.5(\text{Mn.}) \times 100\% + 0.3(\text{undersize}) \times 100\% + 0.2\% (\text{Shortage}) \times 100\%</math></p> <p><u>Low grade material is procured only on directives of management. Hence we consider the rating as per PO norms.</u></p>		

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SL. NO.	ACTIVITY	RESPONSIBILITY	REF. DOC./REC. NO.
	<p>(b) <b>Ferro Alloys :-</b></p> <p>(i) Fe Mn. High Carbon, Fe Mn. MC and Fe Mn. LC -  <math>0.5(\text{Mn}) \times 100\% + 0.2(\text{C}) \times 100\% + 0.1(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>(ii) Silico Manganese  <math>0.5(\text{Mn}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>iii) Ferro Silicon  <math>0.5(\text{Si}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>iv) Ferro Moly  <math>0.5(\text{Mo}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>v) Ferro Boron  <math>0.5(\text{B}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>(vi) Ferro Aluminum  <math>0.5(\text{Al.}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>(vii) Ferro Phosphorous  <math>0.5(\text{Ph.}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>(viii) Ferro Vanadium  <math>0.5(\text{V}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p> <p>(ix) Ferro Chrome High Carbon and Ferro Chrome Low Carbon  <math>0.5(\text{Cr.}) \times 100\% + 0.3(\text{U/S}) \times 100\% + 0.1(\text{Shortage}) + 0.1(\text{customer feedback}) \times 100\%</math></p>	-Do-	

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SL. NO.	ACTIVITY	RESPONSIBILITY	REF. DOC./REC. NO.
6.3	Enter the details of SQR in Supplier Rating Register.	S/I (RM-Purchase)	PUR / F 01
6.4	Receive Raw Material Inspection Report from the QA lab for chemical & physical inspection.	-Do-	
6.4.1	Compare the inspection result with the Test Certificate given by the supplier / Third party Analysis Report.	-Do-	
6.4.2	Allot the grade in Supplier Rating File to the supplier performance as per the quality variation observed.	-Do-	PUR / F 01
6.4.3	Submit average SQR of each Supplier to Fun. Head (MM) for review, once in a year.	-Do-	
6.4.4	If the SQR of any supplier is less than 75%, quality assessment of supplier will be carried	-Do -	PUR / F-09
6.5	<b><u>INTERNAL CUSTOMER SATISFACTION FOR FERRO ALLOYS</u></b>		
6.5.1	Send feedback form for Ferro Alloys to the internal customer on monthly basis.	S/I (RM-Purchase)	PUR/F-10
6.5.2	Get the filled-up feedback form from the internal customer through hard copy or e-mail.	S/I (RM-Purchase)	- DO -
6.5.3	In case the overall rating is below 75%, analyze the data, discuss with internal customer and take necessary action for improvement.	S/I (RM-Purchase)	- DO -
6.5.4	Take corrective and preventive actions if deviation found in target Quality Objective.	S/I (RM-Purchase)	ISOCELL/ F-07

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## 7.0. PROCESS OUTPUT

SR.NO.	Description	To	REFF. DOC. /REC. NO.
7.1.	Supplier Quality Rating	FH (MM)	PUR/F01

## 8.0. PROCESS MONITORING

SL. NO.	PARAMETER	ACCEPTANCE CRITERIA	RESPONSIBILITY	FREQUENCY	REF. DOC./REC. NO.
8.1	Basic Data of S.Q.R.	As per the set Criteria	S/l. (RM.-PUR.)	Once in a Year	PUR / F 01

## 9.0. QUALITY RECORD

- 9.1 PUR / F 01 : Supplier Quality Rating ( SQR ) / SYSTEM.
- 9.2 PUR/F09 : Supplier Quality System Assessment Format
- 9.3 PUR/F10 : Customer Satisfaction Feedback Form (Internal)
- 9.4 ISO CELL/F07 : Corrective And Preventive Action Report

## 10.0. REFERENCES

- 10.1 STR / F 08 : Stores Receipt Report

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