

## Standards for Supplier Excellence

Category	Quality	Delivery	Cost	Customer Service
Excellent	<ul style="list-style-type: none"> <li>■ 100%</li> <li>■ ISO of Total Quality Management</li> <li>■ Follows Avtech Quality Assurance Specifications, 8801QS</li> <li>■ Meets or exceeds special handling requirements. Uses environmentally responsible packaging</li> <li>■ Provides C of C with each delivery</li> </ul>	<ul style="list-style-type: none"> <li>■ 98% or better</li> <li>■ Changes to commitments are rare and communicated before due date</li> <li>■ Consistently meets delivery schedule and quantity</li> </ul>	<ul style="list-style-type: none"> <li>■ Total cost orientation</li> <li>■ Continually works with Avtech to suggest cost reduction ideas</li> <li>■ Evaluates own system for improvements</li> <li>■ Offers appropriate value added services</li> </ul>	<ul style="list-style-type: none"> <li>■ Accessible and responsive contacts</li> <li>■ Accommodates change orders</li> <li>■ Potential problems thoroughly researched and immediately communicated</li> <li>■ Responds quickly to sample requests</li> <li>■ Clear, timely documentation</li> </ul>
Good	<ul style="list-style-type: none"> <li>■ 98-99.9%</li> <li>■ Documented internal quality systems</li> <li>■ Meets special handling requirements</li> <li>■ Follows Avtech Quality Assurance Specifications, 8801QS</li> </ul>	<ul style="list-style-type: none"> <li>■ 95-97.9%</li> <li>■ Changes to commitments are infrequent and usually communicated before due date</li> <li>■ Rarely misses delivery dates or ships under or overages</li> </ul>	<ul style="list-style-type: none"> <li>■ Maintains competitive pricing</li> <li>■ Offers some value added services</li> <li>■ Frequently offers cost-reduction ideas</li> </ul>	<ul style="list-style-type: none"> <li>■ Contacts usually accessible and responds quickly</li> <li>■ Gives advance warning of potential problems</li> <li>■ Provides design assistance as needed</li> <li>■ Documentation errors are rare</li> </ul>
Unacceptable	<ul style="list-style-type: none"> <li>■ Below 98%</li> <li>■ Quality control procedures inadequate to meet Quality Assurance Specifications, 8801QS</li> <li>■ Does not provide C of C with each delivery or missing other documentation as required on drawings and/or PO.</li> </ul>	<ul style="list-style-type: none"> <li>■ Below 95%</li> <li>■ Frequent inability to meet commitments</li> </ul>	<ul style="list-style-type: none"> <li>■ Non-competitive pricing</li> <li>■ Offers no value added services</li> </ul>	<ul style="list-style-type: none"> <li>■ Contacts are non-responsive</li> <li>■ Does not follow-up on requests</li> <li>■ Frequent documentation errors</li> </ul>