

Handout 4 - One global customer's statement of its requirements of its suppliers

Headline criteria	Breakdown	Score 0-10
Assured supply	Product quality management Supply management	
Values/trust-based business relationship	Teamwork Openness, honesty, fair play	
Management excellence	Quality management Environmental management Management depth	
Low cost- best value	Competitive validation Process optimization Financial strength	
System player	Communication Best practises Customer satisfaction	
Technical competencies	Health and safety Product consistency	
Overall score		