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	Outsourced Vendor Control Procedure	Revision No.: 0		Document Ref: CD-PRO-03

Reference: MS ISO 9001:2015 Clause 8.4				
Outsourced Vendor Control Procedure	Evaluation / Monitoring Method	Responsibility	Frequency	Record
(1) Vendor Registration and Approval	Vendor appointment is based on their qualifications, working experience, job reference, etc. Selected service provider to be compatible and consistent in quality offering. Vendor who are approved are to be listed in the Approval Vendor List with the 'Recommendation' column written as 'APPROVED'.	CM (Approval: MD)	As and when required	Vendor Registration & Approval Form, Approved Vendor List
(2) Issuance of Outsourced Work Instructions	Work instructions, job scope, reporting system, method statements, required service objectives, how to respond to non-conformity, customer complaints, corrective action, calibration list of control measurement and test equipment, building general cleanliness etc.	CM (Approval: MD)	As and when required	Work Instructions or Letter with acknowledgement
(3) Vendor Performance Evaluation and Vendor Audit	Evaluate vendor performance using the evaluation guidelines. Measure, analyse and improve vendor performance. If necessary, conduct on-site vendor audit, check their infrastructure, organization, vehicles, test lab, logistics, T&C skills, calibrated tools, etc. Only vendors given evaluation of Grade A, B or C shall continue to be engaged as service providers and be listed in the Approved Vendor List with the 'Recommendation' column written as 'APPROVED'.	CM / PM (Approval: MD)	Yearly	Vendor Performance Evaluation Form, Vendor Evaluation Report, Approved Vendor List

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Vendor Performance Evaluation and Vendor Audit (cont.)	<p>Vendors attaining Grade D status shall be blacklisted and be issued with a Non-Conformance Report (NCR) requiring them to upgrade their performance standard within a probationary period of THREE (3) months. After this probationary period, a performance re-evaluation shall be activated to reassess the capability of the vendor. Blacklisted vendors are be listed in the Approved Vendor List with the 'Recommendation' column written as 'BLACKLISTED'. Such vendors shall temporarily be suspended from providing any services.</p> <p>After the re-evaluation, if the vendor attains Grade C status and above, the blacklisting shall be removed and the services of the vendor can be used. If vendor again attains Grade D status, the services of the vendor shall be suspended pending appeal to MD for another performance re-evaluation or possible services termination.</p>	CM / PM (Approval: MD)	As and when required	Vendor Performance Evaluation Form, Vendor Evaluation Report, Vendor Approved List
(4) Verification and monitoring of Outsourced Vendor Workscope	Verification and monitoring of the assigned services rendered by the outsourced vendor shall be made by the receipt of the services i.e. PM, DE, MM and IM or any person appointed by MD. Acceptance shall be annotated on vendor's invoices or progress claims before handing over to Accounts Department for payment.	CM / PM / DE / MM / IM (Approval: MD)	Upon completion of work	Invoices or progress claims from Vendor.