

Criteria for Evaluating Service Providers

At the end of each year, Hexa Consulting identifies its critical service providers and completes the Mod.005 – Supplier Evaluation Questionnaire.

In this questionnaire, suppliers are evaluated according to the following criteria:

- ◆ Timely delivery;
- ◆ Fulfilment of technical requirements;
- ◆ Non-conformities.

At the end of this evaluation, a weighted average of the above parameters is calculated to determine the supplier's classification:

Parameter	4	3	2	1	Weight
Timely delivery	Always	Frequently	Rarely	Never	0,25
Fulfilment of technical requirements	100% compliance	80-99% compliance	50-79% compliance	<50% compliance	0,25
Non-conformities	None occurred	Occurred but no impact	Occurred with internal impact only	Occurred and caused client impact	0,5

Category	Score Range
A - Qualified	3.1 to 4
B - Qualified	2.0 to 3.0
C - Excluded*	1.0 to 1.9

*Exception: if no alternative is available – improvement actions will be proposed, including training, individual meetings, ongoing evaluations, and performance input reviews.

SCORING FORMULA

Final Score = 50% x Competence in Service Delivery + 25% x Professional and Behavioural Competencies + 25% x Social and Interpersonal Competencies

USE OF EVALUATION RESULTS

The results of the external staff evaluation will be incorporated into the Management Review, specifically within:

- ◆ Process A01 – Strategic Planning;
- ◆ Process A02 – Results Analysis.

Any complaint or suggestion arising from this evaluation must be addressed according to: **Process E01 – Non-Conformities and Improvement Opportunity Management.**