

Customer Need

The customer needs to be able to evaluate their suppliers and subcontractors who are used in order to cover a number of highly demanding and complex projects.

Offered Solution

The offered solution is realized through IBM Maximo.

- The company's project managers and suppliers/subcontractors can be registered in the system.
- The suppliers/subcontractors belong to company-customized categories.
- Surveys from Supply chain department can be generated, periodically. Every question of the survey belongs to a category (as defined by the customer) having a weighted factor. The supply chain department notifies via email the project managers with a survey for each supplier. The project managers respond to that survey questions with an 1 to 5 point system.
- The answered surveys are sent to the suppliers and subcontractors.
- The suppliers are able to provide feedback/comments on the survey results and notify the company with these.



Business Benefit

- Through that process and the production of relevant KPIs, the customer gets a complete overview of the quality and the performance of their suppliers/subcontractors, overall and per evaluation criterion (diligence, technical qualifications, etc).
- It can be seen how the quality performance varies over time (increasing or decreasing performance, stable or experiences qualitative variance) so they take relevant decisions.
- The performance of each supplier can be seen per project manager or overtime.