	TECHNICAL INSTRUCTION	Doc.: IT.02.01 Fecha: 06.02.20 Revisión: 0
	SUPPLIERS MANUAL	

1. OBJECT

This guide establishes the requirements that **NAT** maintains with its suppliers. They shall know each of the points defined in this document and communicated it along the supply chain.

It sets the systematic of selection and evaluation of suppliers based on their ability to supply products in accordance to established requirements and criteria for the selection, evaluation and monitoring of suppliers..

2. SCOPE

There are defined two types of providers: those whose service/product affects the provision of **NAT's** service that will be subject to periodic evaluation and monitoring and those that do not affect, who will be excluded from compliance with this instruction.

This procedure is applicable to providers of products and services that may have an impact on the proper provision of **NAT's** service:

- Raw materials
- Ceramic photo provider
- Production consumables and accesories
- Packaging
- Gravestone setters

3. PROCESS

3.1.. INITIAL APPROVAL


This methodology applies only at the time of implementing of this procedure.

Initially all suppliers who have provided services without significant problems (meeting deadlines, quality of the product supplied, correct packaging, etc.), will be accepted as suppliers in relation to the services provided.

These providers will pass to the list of approved suppliers, taking into account at that time the level of compliance to date.

3.2.INITIAL EVALUATION

In case of suppliers providing a first service, the person responsible/s will accept the start of the approval process after studying the feasibility and ability to supply (by references, factory visits, interviews...)

	TECHNICAL INSTRUCTION	Doc.: IT.02.01 Fecha: 06.02.20 Revisión: 0
	SUPPLIERS MANUAL	

All suppliers will be required to the availability of ISO 9001 Quality Certification issued by an accredited third party entity. If not available, it will not limit being a supplier of the company but it will substract in the own evaluation of the supplier.

All providers that come into the supplier panel during the first year will be "In Test" until they are evaluated by their compliance according to indications showed in point 3.4.

If the supplier do not exceed the valuation indicated in this point, it will be notified immediately that will not be able to belong to the provider panel of the company and will be removed from the list..

3.3. SUPPLIER STATUS.

This process defines the evaluation criteria, by which the compliance status of your suppliers' requirements will be checked.

Suppliers will be evaluated based on the criteria described in the table below. All will be demanded to meet the requirements indicated to maintain the continuity as **NAT's** approved supplier.

Figure I. Status

A Status	Indicates that the provider meets the initial requirements. Reaches a score > 70%. ACCEPTED
B Status	The provider is between 50-70% of the score. The supplier may continue to supply the organization, following the requirements and/or the Action Plan established by the company. IN ACTION PLAN
C Status	A provider will reach this status when its score is less than 50%. The supplier will not be selected for orders/supplies. The possibility of elaborating a Development Plan will be considered so that the supplier can be accepted in the future. NON ACCEPTED

3.4. SUPPLIER FOLLOW-UP CRITERIA

All suppliers will be evaluated according to Figure II showed below. They are demanded to comply with the requirements to ensure the quality of the supply of products/services. Four indicators or weighted criteria are implemented to obtain the overall supplier grade. When the target is met, the total weighting value is obtained; otherwise a 0 is obtained in that indicator. The quantities and values will be the same for each and every one of them.

At the beginning of their evaluation all suppliers will have an "A" rating with 100 points if they have a current ISO 9001 or ISO 14001 en vigor.


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Figure II- Demerites

CONCEPT	DEMERIT
The supplier does not have the current ISO 9001 certification	-10%
Non-compliance of delivery times for each order	-5%
Non-compliance in quality /quantity failures for each order	-5%
Other incidents: billing errors... for each order	-5%

All suppliers must comply with legal and regulatory requirements that apply to their products/services. Non-compliance with current legislation would subtract all points and would be immediately left off the list of approved suppliers and they cannot be a supplier of the company until their correction.

Periodic reviews will be undertaken of results (at least annually), in case of deviations or scores less than 70% the supplier shall be notified urgently for the necessary action.

Suppliers that don't receive notifications are in scores >70% without incidents in the approval.

*** This procedure will be sent to all suppliers for their approval knowledge.*

*** It is an obligation of all suppliers to maintain and report the status of their ISO 9001 certifications to the company.*

The Supplier monitoring is done according to *F.02.01 Supplier List*

4. REFERENCE DOCUMENTATION

- Quality Policy (*At your disposal on our website*)