

## Supplier Excellence Category Assessment Criteria and Eligibility

			Bronze	Silver	Gold	
Ser	Category	Category Characteristics	<i>Evidence demonstrating improvement</i>	<i>Demonstrable planned commitment to improving customer quality satisfaction</i>	<i>Robust and Demonstrable improvement plan in place with supporting evidence of consistent benefits being delivered</i>	<i>Gold Standard. You may wish to include verifiable evidence such as: -</i>
1	<b>CONTINUAL IMPROVEMENT STRATEGY</b>  <i>Evidence shows clear commitment to planned and continual improvement</i>	<b>Improved service/product to the MOD</b>	Prompted to improve by MOD	Uses customer feedback to improve its QMS and customer satisfaction	Pro-active attitude demonstrated seeking collaborative feedback to improving Quality for its customers	<i>Led collaboratively to improve service/product delivery to MOD For example, worked with UK Armed Forces to facilitate evacuation of refugees from Afghanistan.</i>
2		<b>Improvement activities &amp; innovations have been planned</b>	Suppliers Quality improvement plan implemented to maintain QMS certification	Suppliers Quality improvement plan implemented as part of overall Q policy	Suppliers Quality improvement plan implemented to strategically deliver MOD programmes	<i>Collaborated with MOD customer to agree and implement a strategic Quality improvement plan For example, top management drove meaningful improvement to rectify concerns and issues of 'highly visible' Programme that was gaining poor 'Press' and PR – and which was under scrutiny from the Defence Select Committee.</i>
3		<b>Capability built for all</b>	Manages its supply chain		Strategically aligns own organisation & supply chain with MOD requirements	<i>Collaborated with MOD &amp; supply chain to implement a strategic plan to deliver MOD requirements For example, has gained recognition/award for supply chain excellence; from Government, National or International scheme/programme.</i>
4		<b>Increased MOD confidence of supplied service/product</b> <i>A well-defined, functioning &amp; certificated QMS</i>	< 3 QMS nonconformities raised by a 3PCB  <b>OR</b> < 3 DQA-FF QDR (with a severity score >500)  in the last 12 months	< 2 QMS nonconformities raised by a 3PCB  <b>AND</b> < 2 DQA-FF QDR (with a severity score >500)  in the last 12 months	No major NCRs  <b>AND</b> No DQAFF alert in the last 12 months	<i>Supplier self-declaration quantifying NCR/QDR status over last 12 months</i>
5		<b>Improvement activities &amp; innovations are</b>	Supplier provides evidence that MOD by being given the edge as a customer <b>will</b> benefit from implementation of	Supplier provides evidence that MOD by being given the edge as a customer <b>has AND will</b> continue to benefit from implementation of	a. Equipment/Process Performance assurance	Supplier Team XXX has provided evidence that initiative AAA is enabling the performance of process BBB

		<b>being/have been achieved</b>	improvements with respect to  a. Equipment/Process Performance assurance  or  b. Equipment Delivery assurance  or  Value for money	and either  b. Equipment Delivery assurance  or  c. Value for money		(or equipment BBB) within compressed timescales to MOD team YYY  Or  Supplier Team XXX has provided evidence that initiative AAA is enabling the performance of process BBB (or equipment BBB) to improve value for money to MOD team YYY
6	<b>LEADERSHIP</b>  <i>Demonstrating good behaviours of an organisation committed to working collaboratively with MOD to improve the Quality of its outputs</i>	<b>Leadership, commitment &amp; communications</b>	Supplier contributes to DIQF, CAWG, CQI-SIG or similar bodies	Supplier leads within DIQF, CAWG, CQI-SIG or similar bodies <b>OR</b> Positive behaviour to improving customer satisfaction	Leads industry/professional Quality forums <b>AND</b> Demonstrates meaningful LFE <b>AND</b> Positive behaviour to improving customer satisfaction	<i>Pro-actively leads xxx, yyy, zzz fora. Takes best practice ideas from industry/MOD such as aaa and has planned these into QMS development scheduled to complete vvv</i>

**Eligibility Criteria for Supplier Excellence Category.**

- The supplier must have a Quality Management System that has not been suspended, that is certificated by an accredited third party with no open Major Non Conformity Reports.
- They must have anti-slavery and ethics policies in place.
- They cannot have ongoing MOD Quality alerts or legal actions relating to MOD contracts.

Please note should an award winner's performance be demonstrated as in decline, the MOD reserves the right to withdraw the award and suppliers claims to it. In addition, an award cannot be used as a discriminator during the contracting process.