



# BEST PRACTICE 2016

## SCHÖFFEL

SUPPLIER EVALUATION - INTEGRATION OF SUSTAINABLE PERFORMANCE

**COUNTRIES** China, Vietnam, Turkey, Bulgaria, Indonesia, Ethiopia, Romania, Moldavia, throughout the supply chain.

**LABOUR STANDARD(S)** the evaluation of suppliers is related to all labour standards.

**QUESTION** How can suppliers best be evaluated in terms of CSR in a reliable way and as impartially as possible?

### MAIN STEPS

1. Develop a first draft of the evaluation system
2. Ensure that the information that is used for the evaluation is correct and relevant: 'After the evaluation period recognised issues that could be improved. In some cases, issues with delays did not have to do with the factory itself, but with suppliers.'
3. Tweak, tweak tweak
4. Evaluate again
5. Reward good factories not only with more business, but also with a prize.

### A ROCKY ROAD

**Ensuring the information is correct:**

'Our garment supplier said the fabrics and trims had not been delivered on time. Our fabric and trim supplier then said that the supplier sometimes asks for late delivery because of capacity or storage in production. So how do you deal with those cases? Now the supplier has to give a more detailed answer as to why the fabric was late.'

### SIDE EFFECTS

- Suppliers now know very clearly what they can do better
- There is healthy competition to be or become the best performer.
- The evaluation method is perceived as fair in comparison with other systems.

### FUTURE THOUGHTS

- This supplier information can be furthered measured to evaluate if there's a relation between price, general performance and CSR performance.

