



COPRAPEC, CRL
Laboratório Veterinário de Montemor-o-Novo

Purchase products and services
Criteria for the evaluation of Suppliers
(English version of the April 2023 issue)

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This document aims to inform suppliers about criteria for evaluation of acquisition of products and services, as well as the supply evaluation and supplier qualification criteria.

The qualification or disqualification of a particular supplier is based on the average rating of supplies from previous year.

Qualified supplier	Disqualified supplier
<ul style="list-style-type: none"> • New supplier by quote acceptance • Single supplier • Company-wide supplier <p style="text-align: center;">Average rating of deliveries from the previous year < 3</p>	<ul style="list-style-type: none"> • Average rating of deliveries from the previous year ≥ 3, unless single supplier or company-wide supplier

Note: Supplier without supplies remains qualified for 5 years.

1. Supply classification by criteria:

Nonconforming = 1

According or not applicable = 0

2. Criteria for supply:

CONSUMABLES	
	Delivery time ≤ 45 days or \leq to indicated in the budget
	State of packaging and storage conditions suitable for the item
	Item according to order
	Invoice according to order

REAGENTS AND REFERENCE MATERIALS	
	Delivery time ≤ 15 days or \leq to indicated in the budget
	State of packaging and storage conditions suitable for the item
	Reagent well identified and with batch
	Expiration date of the reagent ≥ 6 months from date of reception
	Reference materials certified with ISO 17034 certification
	Reagents with corresponding documents included in the package or available on the Internet Item
	according to order
	Invoice according to order

MEASURING EQUIPMENT	
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Delivery time ≤ 30 days or ≤ to indicated in the budget
Equipment State at reception
Instruction Manual
Start-up support suitable for the equipment

COMPUTER SERVICES
Deadline for resolution of issue ≤ 6 days or according to the contracted
Problem is resolved in a satisfactory manner, in accordance with the expected
Where applicable the associated documentation is correct

SOFTWARE
Delivery time ≤ 45 days or according to the contracted
Training within the user and in accordance with the contract.
User manual provided with the software.

MAINTENANCE/REPAIR OF MEASURING EQUIPMENT
Deadline for resolution of issue ≤ 6 days or according to the contracted
Problem is resolved in a satisfactory manner, in accordance with the expected
Where applicable the associated documentation is correct

TRAINING/AUDITING SERVICES
Trainer with suitable <i>Curriculum vitae</i> and Auditor with NP17025 training and knowledge of the area to be audited (technical area)
Done on the scheduled date
It was as expected
Appropriate and complete documentation, including the certificate/report



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INTER-LABORATORY TESTING SERVICES
Promoter with EN ISO IEC 17043 accreditation for the tests to be carried out
Sample shipping time ≤ 5 days
Well-identified and packed samples
All questions put to the promoter before and/or after the results were answered promptly and clearly
Results issued by the promoter were visible and within 3 weeks after deadline for release of results or in accordance with the contract.
Statistical treatment of results by the promoter

SERVICES OF CALIBRATION/ASSAYS OF MEASURING EQUIPMENT
Supplier with IPAC accreditation NP EN ISO 17025 for the assays/calibrations to be carried out
Nº of days between purchase order and deliver the service or equipment input in the laboratory ≤ 20 days
Calibrated/assay points correspond to points ordered in the purchase order
Certificate according to NP EN ISO 17025
Uncertainty \leq to budget, or to the last calibration/assay

EXTERNAL SUPPLIER TESTS
Test accredited by NP EN ISO 17025
Results within 7 days.
Test report with data matching the request.

3. Weighting

The weighting of each criterion in the evaluation of supply is:

1x →

2x →

3x →

4. Return Criteria

Damaged items or items that do not match the order. This criterion only applies to consumables, reference materials, reagents and measuring equipment.



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5. Supplier Information

At the beginning of each calendar year, the Laboratory informs the supplier of the classification obtained in the previous year. Supplier without supplies remains qualified for **2** years.

Prepared by:

Isabel Mariano/ Quality Responsible
Sílvia Lopes/ Technical Responsible

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