

medical science consulting



# INFORMATION FOR SUPPLIERS

**Date:** 09/05/2023

**Version 1**

**Done by:** Beatriz de la Torre y Belén Cortina

**Reviewed by:** Rebeca Miñambres

## INCIDENT POLICY

In light of the update to our quality system based on ISO 9001:2015 standards, we hereby inform you of the continuous supplier monitoring and evaluation policy that will be implemented in our company.

The main objective of this evaluation is to establish a continuous improvement ecosystem for our processes, enabling us to identify, prevent, and, if necessary, correct issues before they become unavoidable.

## CONTINUOUS SUPPLIER EVALUATION PROCEDURE

Once a year, an evaluation of supplier performance will be conducted for those who have provided their services to MSC at least once during the established period. This evaluation will involve monitoring the supplier's performance in the following criteria:

- Verification of compliance with the established delivery deadlines for project execution.
- Delivery of the agreed-upon service with the quality standards required by MSC.

By definition, and according to ISO 9001 quality management principles, an incident is any positive or negative event that can directly or indirectly affect the normal course of an organization's activities. In supplier evaluations, the aim is to minimize the impact of incidents that may occur on the final service provided to the customer.

At MSC, incidents are categorized by severity levels, and a limit is set on the number of incidents that can occur for a supplier to continue doing business with our company.

Type	Description	Allowed limit
<b>Very Severe</b>	The incident jeopardizes customer service and the company's image	1
<b>Severe</b>	The incident causes a delay in service delivery but does not compromise or affect the company's image	3
<b>Minor</b>	The incident is resolved with minimal impact on project execution, ensuring that no customer delivery deadlines are affected	5