

## SUPPLIER PERFORMANCE EVALUATION LETTER

In accordance with our Quality Management System based on the ISO 9001:2015 standard, we inform you that **Vilanova y Cruz, S.L.** conducts periodic monitoring and evaluation of the performance of its external suppliers.

The purpose of this communication is to guarantee transparency in our business relationship and ensure that the products or services supplied meet our quality standards.

### 1. Evaluation Criteria

Our organization evaluates its suppliers annually based on the following indicators:

- **Product Quality:** Compliance with technical specifications, absence of defects, and conformity with the order.
- **Product Price:** Competitiveness and suitability of rates.
- **Availability:** Responsiveness to our stock or service needs.
- **Delivery Times:** Compliance with agreed-upon dates.
- **Documentation Provided:** Correct issuance of delivery notes, invoices, and quality certificates.
- **Delivery reliability:** Consistency in fulfilling commitments.
- **Problem-solving responsiveness:** Efficiency and speed in resolving incidents or complaints.
- **Customer service:** Quality of service and technical support.

### 2. Supplier Classification

After analyzing these indicators, each supplier will be categorized into one of the following levels:

- Satisfactory: Fully meets requirements and standards.  
Reserved: Minor deviations have been detected that require improvement.  
Rejected: Performance is not suitable for maintaining the business relationship.

We appreciate your collaboration and commitment to our standards. If your rating requires corrective action or we have detected specific incidents, our quality department will contact you to coordinate the necessary improvements.

Quality Department

*Vilanova y Cruz, S.L.*