



Omya Americas

Service / Raw Material Supplier Performance Evaluation Card

June 2008 - Omya Canada Inc. Plant Site

Supplier:

Folio Instruments

V# 52880

Vendor: Autosamplers Service & Tech support

Comments required for grades below 3.2

Grading

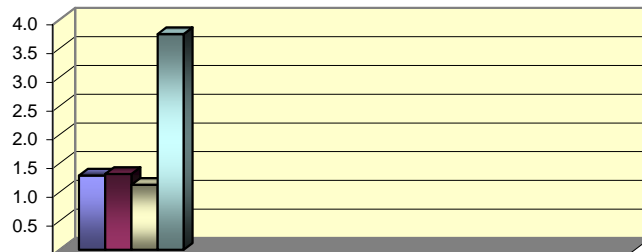
Category	Criteria	Grade	Value	Score
Quality 35%	40% - Vendor knowledge of product	3.8	1.52	
	30% - Qualified Certification	3.5	1.05	
	20% - Communications as required	3.7	0.74	
	10% - Quality issues	3.8	0.38	
			3.69	1.29
Service Delivery 35%	40% - Service of equipment appropriate	3.8	1.52	
	30% - Tech Supprt	3.8	1.14	
	15% - Appropriate and timely Invoicing	3.7	0.56	
	15% - Cooperation with Client	3.8	0.57	
			3.79	1.32
Service / Complaints 30%	50% - Responsiveness to Technical Needs of Plant	3.8	1.90	
	25% - Maintaining Adequate Communications	3.8	0.95	
	25% - Recommendations from Service Provider	3.6	0.90	
	for improvements to Omya's systems cost savings/throughput/equipment life etc.		3.75	1.13
Performance				3.75

Comments / Reason for Grade

Grade	Category	Reason
3.5	Quality	NRC Certification - a requirement for this service

Grading Summary

Grade



	2008 June	2009	2010	2011
Quality	1.29			
Delivery	1.32			
Service	1.13			
Total Score	3.75			

Grading System

Grade	Performance
4.0	Excellent
3.0	Good
2.0	Fair
1.0	Unacceptable
0.0	Totally Unacceptable

Initiator:

Luc Belanger

Buyer

Omya Canada Inc.

Team Participants

Ken Bell - Lab Technician

Sandra Kostjuk - Accounts Payable Clerk