Quality **Procedure**

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Purpose

This procedure enables assessment of the existing suppliers/ contractors' overall performance, work quality, punctuality, specification, and service performance against price offered by those who supply goods/ services that can affect the service/ product provided by Pustaka Negeri Sarawak.

Scope

This procedure covers Suppliers and Contractors who supply goods and services to Pustaka with the contract value RM100,000.00 and above.

Process

1.0 Selection of Supplier/ Contractor of goods/ services

1.1 After the Supplier/Contractor has been selected based on the contract value. The evaluation form shall be distributed to the respective officer for evaluation.

2.0 Updating List of the Approval Suppliers/ Contractors

2.1 Upon receipt of e-Requisition Form : Digitally Augmented Requisition Systems (DARES) for new supplier/contractor, Account Assistant (AA) shall update the list of Suppliers/Contractors profile immediately by adding the name of the new Suppliers/Contractors into e-solusis, Financial Accounting System (eFAS).

3.0 Re-evaluation of existing Suppliers/ Contractors

3.1 After identifying the Supplier/Contractor to be evaluated, the AA shall raise the Re-evaluation of Supplier/Contractor form half-yearly and the following particulars:

a. Only supplier/contractor having value of RM100,000.00 and above shall be re-evaluated.

3.2 AA shall send the Re-evaluation of Supplier/Contractor form by hand to the relevant Requesting Officer (RO).

3.3 After the RO evaluated and signed the Re-evaluation of Supplier/ Contractor form within 7 working, they shall submitthe form by hand/ email to Head of Unit/ Head of Division (HOU/ HOD) forverification.

4.0 Overall Rating

4.1 Once the evaluation has been performed, the completed Re-evaluation of Supplier/ Contractor form with comments (if any) shall be routed to the AA, to sum up the total score with overall comments and evaluation.

4.1.1 The status of the total score as Excellent, Satisfactory, or Poor shall be indicated on the Re-evaluation of Supplier/ Contractor form as per the following scheme:-

0-5 = Poor

6-12 = Satisfactory

13-15 = Excellent

5.0 Decision and Acceptance Status

5.1 Based on the overall evaluation status, taking into consideration the subjective comments made by the assessors, the AA shall discuss with the Accountant and the Deputy Chief Executive Officer (Operations) (DCEO (O) within seven (7) working days to determine and decide on the acceptance status, which could be one of the following decisions:

i) Continue purchasing;

ii) Continue purchasing with observation

iii) Hold purchasing with observation

iv) Terminate immediately

6.0 Review and Decision Making

6.1 Upon completion of the evaluation of the acceptance status, the AA shall sign off the verified by column.

6.2 After the Re-evaluation of Supplier/Contractor form reviewed by the AA, it shall immediately be submitted by hand to the HOS/Manager for recommendation.

6.3 After receiving the Re-evaluation of Supplier/ Contractor, the HOS/ Manager shall further review and approve or decline on the evaluation and decision within three (3) working days of receiving the Re-evaluation of Supplier/ Contractor form.

7.0 Update Summary on the Evaluation of Suppliers/ Contractors

7.1 Kontraktor based on the Re-evaluation of Supplier/ Contractor form within seven (7) working days.

7.2 AA shall prepare the analysis of data half-yearly, and the Accountant to report the findings, conclusion and recommendation accordingly.

Note:
This evaluation report shall be used in the next suppliers' selection process of necessary.

8.0 Documented Information Maintained

8.1 Upon completion of the re-evaluation, the AA shall immediately file the form by supplier name alphabetically by year or evaluation, separated by dividers between years.

8.2 After the file is updated, the AA shall immediately store the file in the Cabinet at the Finance Unit.

8.2.1 The accountant shall retain the documented information raised for the exercise at the Finance Unit.

8.2.1.1 **FRM-CM-MR-02** Sample of a Penilaian Pembekal/ Kontraktor Barangan/ Perkhidmatan (PPK) form.

Annexes

a) Sample of Re-evaluation of Supplier/Contractor form