

Development of Supplier Risk and Relationship Management in a FDA regulated environment

Situation

- The medical device company was experiencing a need to become more compliant with the FDA regulations regarding supplier control and monitoring
- There was a need to examine their current processes to ensure and to create tighter controls around supplier risk assessments, scorecards and business reviews

Goal

- To develop the tools and assessments in order to assist in risk awareness and mitigation and to further develop supplier communication tools

Approach

- Created a Quality and Compliance Risk Assessment based on a variety of attributes and parameters for all Suppliers and their respective components
- Developed a Business Continuity Risk Assessment that measures the organization's risk to a supplier/components
- Customized a standardized business review process that incorporates the quality, business and technical performance areas
- Provided a method to track a supplier's performance internally and externally in delivery, financial and quality

Results

- A technological solution for the two risk assessments, which automates the data, calculations and allows for flexibility in reporting
- An automated scorecard for internal use and is automatically available for supplier's review and updates
- A standardized business review template that incorporates performance, state of the business, project management and 360 degree reviews

Supplier Scorecards

Supplier Business Reviews

Compliance & Regulatory

Buyer	Supplier Name	SAP Code	Business Score	Business Ranking	Performance Score	Performance Ranking	Quality Score	Quality Ranking	Overall Score	Overall Ranking
Benson	Microcent	2020076424376200	22	Medium	27	Medium	30	Medium	29	Medium
Benson	ALSP	792274	22	Medium	16	Medium	23	Medium	23	Medium
Miller	B. Braun Medical	792202	23	Medium	17	Medium	43	Medium	28	Medium
Miller	Catheter & Disposables	792171	21	Medium	17	Medium	17	Medium	18	Medium
Miller	Cyprus Medical	894662	21	Medium	17	Medium	17	Medium	18	Medium
Miller	Decor Inc	207968	21	Medium	17	Medium	25	Medium	19	Medium
Miller	Thomas Medical	2188	21	Medium	17	Medium	25	Medium	19	Medium
Murphy	Applied Membrane Technology	799254	22	Medium	18	Medium	20	Medium	19	Medium
Murphy	Biopsy	792469	11	Medium	18	Medium	23	Medium	43	Medium
Murphy	Catheter & Disposables Technology	792170	20	Medium	18	Medium	18	Medium	19	Medium
Murphy	Clow Corning	79191	22	Medium	18	Medium	30	Medium	19	Medium
Murphy	TRX	2274	13	Medium	18	Medium	30	Medium	27	Medium
Phytolite	Benchmark	792214	20	Medium	21	Medium	24	Medium	21	Medium
Carson	Autism	791913	19	Medium	18	Medium	30	Medium	19	Medium
Carson	Microcrystal	793169	20	Medium	18	Medium	8	Medium	44	Medium