

To Study & Analyze Supplier Selection of Saurabh Flexipack Systems PVT. LTD

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Abstract

The many researches have been analyzing the purchasing concepts and modern terminology. Moreover, it is obvious that there are differences between all companies. No one can follow same strategy, has same financial status and reputation among its customers even by producing product of same specifications and quality. That is why many companies are ready to pay much more money, put more effort and time to improve the purchasing process, evaluate in advance suppliers and all possible risks. In addition, in different companies the actual supplier selection can run in a different way. While for some product it can be a simple record of actions where every step of the formal process may not be required, for another product it can change into a highly complex framework where every step is regulated by professionals. The actual process of supplier selection belongs to procurement strategic decision but in simpler way it can be also performed by purchasing department as automated steps.

Keywords:

Supplier,Selection,Satisfaction,Customer,Vendor, Quality ,Product

Introduction

The methodology suitable for this project is the case study approach, which allows a picture or model to be built up that, illustrates relationships and patterns of interaction between variables. The data used in this is mainly collected through different sources of evidence such as: semistructured face-to-face interviews, questionnaires, phone interviews, organization's written procedure, on-site visits, and e-mail correspondence.

In this, the analysis of the data is divided in two phases, a within and across case analysis. Some conclusions within the company are presented in each case study. Subsequently, a discussion of results is presented with conclusions across companies expressing the relationships, similarities and differences among cases.

The buyer begins the supplier evaluation process by identifying the dimensions it wishes to use when evaluating suppliers surveyed on supplier selection in the purchasing literature and found that price, quality and delivery were the most commonly listed supplier evaluation dimensions. Additional dimensions are also used an extensive list of such dimensions, categorized by prevalence in the purchasing literature. Frequently appearing dimensions include production capacity and flexibility, technical capabilities and support, information and communication systems, financial status, and innovation and R&D. Dimensions that appear with moderate frequency in the literature quality systems, management include and organization, personnel training and development, geographical location, performance history, reputation and references, packaging and handling ability, amount of past business, warranties and claim policies, procedural compliance, attitude and strategic fit, labor relations record, and desire for business. Of course, buyers often employ new dimensions in response to prevailing business issues and challenges. Dimensions that have emerged recently include environmental and social responsibility, safety awareness, domestic



political stability, cultural congruence with the buyer organization, and terrorism risk. The literature cited therein for more details. Once suitable dimensions are identified, the ability to rank order suppliers is crucial for reaching an informed supplier selection decision. Rank ordering is simple when supplier bids are differentiated by a sole dimension such as price. This might be the case. However, rank ordering suppliers becomes complex when bids must be evaluated across multiple dimensions. For example, if the buyer wishes to evaluate supplier's bids on the dimensions of price and lead time, the buyer must construct a trade of between these two dimensions to determine whether it prefers, say, a bid with a high price and short lead time to a bid with a low price and long lead time. The challenge of supplier evaluation lies in constructing this trade in a way that accurately reflects the buyer's preferences.

Objectives:

- \checkmark To identify the criteria of a good suppliers.
- ✓ To identify appropriate supplier selection for different products.
- ✓ To calculate Vendor's Performance evaluation.
- ✓ To Study the Supplier Evaluation

Literature Review:

Sourcing, Procurement and Purchasing terms are described in the reference to the process of obtaining goods or services from a supplier (or several suppliers). In most cases, these decisions in the supply chain increase its overall performance, create the value chain, but the main reason for focusing on sourcing, procurement and purchasing is to reduce expenses and minimize risks.

If the definition of purchasing is clear and easy to find and the term procurement is also well described in the literature, the last term can be rather difficult to determine. While investigating the meaning of sourcing and procurement, I met different opinions and discussions of what are those terms are, Lew.G who runs IT Sourcing Group offered a formula: Sourcing =Procurement +Purchasing, while Solomon K, Director of Sales at Mn Steels, LLC stated that: Procurement = Sourcing + Purchasing. Many times the sourcing and procurement are used interchangeably, but the fact is that they represent two different concepts.

Sourcing refers to the value added strategic management tool to ensure access to adequate resources. One of the most known functions is mapping the supplier selection and designing conditions of their collaboration. Procurement is something related to management activities required to establish and maintain relationship between business and its vendors/suppliers through a process and procedure for acquiring and releasing goods and services. Purchasing is more about a function of material management: the actual acquiring of specific approved goods.

The organization shall ensure that purchased product conforms to specified requirements. The type and extent of control applied to the supplier and the product shall be dependent upon the impact of the purchased product on subsequent product realization or the final product.

The organization shall evaluate and select suppliers based on their ability to supply product in accordance with the organization's requirements. Criteria for selection, evaluation and re-evaluation shall be established. The results of evaluations and subsequent follow-up actions shall be recorded.

Purchasing information: Purchasing information shall describe the product to be purchased, including where appropriate:

- ✓ Requirements for approval of product, procedures, processes, facilities and equipment
- ✓ Requirements for qualification of personnel
- ✓ Quality management system requirements.

The organization shall ensure the adequacy of specified requirements prior to their communication to the supplier.

Verification of purchased product: The organization shall establish and implement the inspection or other activities necessary for ensuring that purchased product meets specified requirements. Where the organization or its customer intends to perform verification activities at the supplier's premises, the organization shall specify the required verification arrangements and method of product release in the purchasing information.

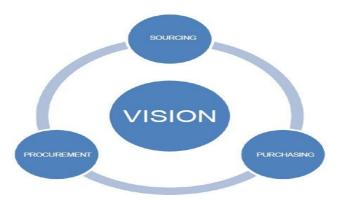


Figure No.1: Vision of Supplier Selection



Summary and Research Gap:

One way to maximize profits is to minimize costs. Creating special arrangements with a few key suppliers not only helps organizations get better prices, but guarantees a steady flow of important suppliers. When examining the potential cost savings of exclusive strategic supplier arrangements, leaders can easily see Exclusivity could eliminate better options down the line that could prove useful and even profitable.

1. Selection

Selecting one or a few suppliers for dedicated use can greatly reduce the cost of common items your organization needs. If you only require a select few items that are unlikely to change, then exclusive arrangements have few drawbacks. However, having limited suppliers also means restricting your selection. If other supplier offers a more diverse array of products that yours don't, you may be cut off from getting the things that you want and need.

2. Customer Service

Just like you can depend on steady supplies and better prices from an exclusive supplier, the supplier can depend on your business. That's the crux of the arrangement. Of course, such a dependable arrangement can also remove the impetus for responsive service and concern. A supplier that knows you're a guaranteed customer may not work as hard to keep your business as it did to get it. Suppliers without guaranteed repeat business have more incentive to serve customers.

Research Methodology:

The methodology suitable for this project is the case study approach, which allows a picture or model to be built up that, illustrates relationships and patterns of interaction between variables. The data used in this is mainly collected through different sources of evidence such as: semi-structured face-to-face interviews, questionnaires, phone interviews, organization's written procedure, on-site visits, and e-mail correspondence.

In this, the analysis of the data is divided in two phases, a within and across case analysis. Some conclusions within the company are presented in each case study. Subsequently, a discussion of results is presented with conclusions across companies expressing the relationships, similarities and differences among cases.

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Data Analysis & Interpretation: Identification of Suppliers

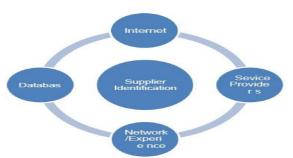


Figure No. 2: Identification of Suppliers



Supplier selection process:

Experts agree that no best way exists to evaluate and select suppliers, and thus organizations use a variety of approaches. The overall objective of the supplier evaluation process is to reduce risk and maximize overall value to the purchaser. An organization must select suppliers it can do business with over an extended period of time.

Supplier evaluations often follow a rigorous, structured approach through the use of a survey. An effective supplier survey should have certain characteristics such as comprehensiveness, objectiveness, reliability, flexibility and finally, has to be mathematically straightforward. To ensure that a supplier survey has these characteristics is recommended a step-by-step process when creating this tool.

- 1. Identify Key Supplier Evaluation Categories
- 2. Weight each evaluation Category
- 3. Define Scoring System for Categories and
- 4. Subcategories
- 5. Evaluate Supplier Directly
- 6. Review Evaluation results and make selection decision
- 7. Review Supplier Performance Continuously

Identify key supplier evaluation categories

One of the first steps when developing a supplier survey is for the purchaser to decide which performance categories to include. The primary criteria are cost/price, quality and delivery, which are generally the most obvious and most critical areas that affect the buyer. For many items, these three performance areas would be enough, however for critical items needing an indepth analysis of the supplier's capabilities, a more detailed supplier evaluation study is required.

Weight each evaluation category

The performance categories usually receive a weight that reflects the relative importance of the category. The total of each weight must equal 1.0. An important characteristic of an effective evaluation is flexibility. One way that management achieves this flexibility is by assigning different weights or adding or deleting performance categories as required.

Define scoring system for categories and subcategories

A clearly defined scoring system takes criteria that may be highly subjective and develops a quantitative scale for measurement. Scoring metrics are effective if different individuals interpret and score the same performance categories under review. For illustrative purposes, an example is a 10-point scale where 1- 2= poor, 3-4= weak, 5-6= marginal, 7-8= qualified, 9-10= outstanding

Evaluate supplier directly

A purchaser can compare objectively the scores of different suppliers competing for the same purchase contract or select one supplier over another based on the evaluation score. It is also possible, based on the evaluation that a supplier does not qualify at this time for further purchase consideration. Purchasers should have minimum acceptable performance requirements that suppliers must satisfy before they can become part of the supply base.

Review evaluation results and make selection decision

The primary output from this step is a recommendation about whether to accept a supplier for a business. A purchaser may evaluate several suppliers who might be competing for a purchaser contract. The purpose of the evaluation is to qualify potential suppliers for current or expected future purchase contracts.

Review supplier performance continuously

When a purchaser decides to select a supplier, the supplier must then perform according to the purchaser's requirements. The emphasis shifts from the initial evaluation and selection of suppliers to evidence of continuous improvement by suppliers. This framework should have certain characteristics such as: be comprehensive, flexible. objective, reliable. and be mathematically straightforward. The use of weights and points should be simple enough so that each individual involved in the evaluation understands the mechanics of the scoring and selection process. This step-by-step process is recommended to ensure that a supplier survey has the right characteristics.

Types of Suppliers

Suppliers are essential to any business, and the process of identifying and selecting suppliers is both relevant and important. Sometimes



suppliers will contact the purchasing organization through their sales representatives, but more often, the buyer will need to locate them themselves either at trade shows, wholesale showrooms and conventions, or through buyer's directories, industry contacts, the Business-to-Business Yellow Pages and trade journals. To understand better this approach, it is significant to present that suppliers can be divided into four general categories: manufacturers, distributors, independent craftspeople and importation sources. The first category is the manufacturers in which most retailers buy through company salespeople or independent representatives who handle the wares of several different companies. Prices from these sources are usually lowest, unless the retailer's location makes shipping freight costly. The second type of suppliers are the distributors who also are known as wholesalers, brokers or jobbers, distributors buy in quantity from several manufacturers and warehouse the goods for sale to retailers. Although their prices are higher than a manufacturer's, they can supply retailers with small orders from a variety of manufacturers. A lower freight bill and quick delivery time from a nearby distributor often compensates for the higher per-item cost.

Another kind are the independent craftspeople that are exclusive distributors of unique creations frequently offered by these independent craftspeople, who sell through representatives or at trade shows. The last

Category of suppliers is the importation sources in which many retailers buy foreign goods from a domestic importer, who operates much like a domestic wholesaler. Or, depending on the company's familiarity with overseas sources, it may want to travel abroad to buy goods.

Supplier Selection Methods

There are several supplier selection methods available in the literature. Some authors propose linear weighting models in which suppliers are rated on several criteria and in which these ratings are combined into a single score. These models include the categorical, the weighted point and the analytical hierarchical process Total cost approaches attempt to quantify all costs related to the selection of a vendor in monetary units, this approach includes cost ratio and total cost of ownership. Mathematical programming models often consider only the more quantitative criteria; this approach includes the principal component analysis and neural network.

The categorical method relies heavily on the experience and ability of the individual buyer. People in charge of purchasing, quality, production, and sales all express their opinions about the supplier's performance on the basis criteria which are important to them. These departments assign either а preferred, unsatisfactory, or neutral rating for each of the selected attributes for every contending supplier. At periodic evaluation meetings, the buyer discusses the rating with department members. The buyer then determines the supplier's overall scores. The primary advantage of the categorical approach is that it helps structure the evaluation process in a clear and systematic way. This method is quite simple, it is not supported by objective criteria, and rarely leads to performance improvements. The main drawback of this method is that the identified attributes are weighted equally and the decisions made using this system tend to be fairly subjective.

Another method is the weighted point which considers attributes that are weighted by the buyer. The weight for each attribute is then multiplied by the performance score that is assigned. Finally, these products are totally to determine a final rating for each supplier. All measurement factors are weighted for importance in each purchasing situation. Typically, this system is designed to utilize quantitative measurements.

Purchasing Activities

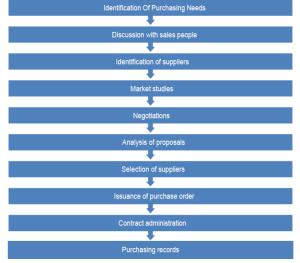


Figure No.3: Purchasing Activities



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Data Analysis- (Questionnaire)

Saurabh Flexipack Systems Pvt. Ltd. is associated with various vendors for various raw material needs and when incoming of raw material from various vendors it is necessary to compute the data on various grounds. This helps company in selecting an efficient vendor for management. The following better cost questionnaire is designed for making this choice of efficient vendors from various options available.

Assigning Weights and Priorities.

The scores will evaluate the performance of an individual supplier under the term of measuring criteria. In order to implement a comparison, the data obtained from every supplier should be transferred to the single scale from 1 to 10.

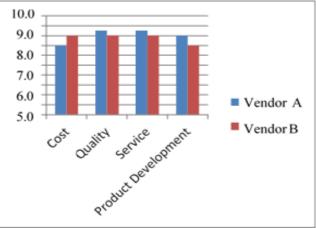
1. Which of the following vendor will you select for various products and services as mention below?

A. Plating Grade Material

1		
ng Grade		
Material from following vendor?		
B. Vendor B		
Grade Material		
being purchased regarding performance after Plating.		
B. Vendor B		
ate requirement.		
B. Vendor B		
Product development and innovation in		
the topic of Plating Grade Material for		
B. Vendor B		

Quality	8.5	8
Service	8.5	8
Product Developmen t	8	7

Table No.2: Ratings for selecting Plating Plating Grade Material



Graph No.1: Ratings for Grade Material

Analysis – Above statistics shows that the cost for Plating Grade Material is less by Vendor A as well as the associating factors such as quality, services and product development is higher than that of vendor B so in this case Vendor A is more appreciable.

For selecting the proper vendor, consider the weights for the different types of the criteria such as

To calculate the weightage for different vendors,

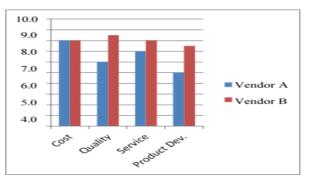
Criteria	Vendor A	Vendor B
Cost	7	8



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Total weightage can be given as,

Vendor A = $(7 \times 4) + (8.5 \times 3) + (8.5 \times 2) + (8 \times 1)$ = 28 + 25.5 + 17 + 8= 78.5

Vendor B = $(8 \times 4) + (8 \times 3) + (8 \times 2) + (7 \times 1)$ = 32+24+16+7 =79

2. Which of the following vendor will you select for various products and services as mention below?

A. Painting Grade Material

Cost benefits fo	or Painting Grade Material	
from following	vendor?	
A. Vendor A	B. Vendor B	
Quality for the I	Painting Grade Material being	
purchased regar	ding long term use of it.	
A. Vendor A	B. Vendor B	
Service of Test Certificate requirement.		
А.	B. Vendor B	
Vendor		
А		
Product development and innovation in the		
topic of Painting Grade Material for future		
concerns.		
A. Vendor A	B. Vendor B	

Graph No.2: Ratings for Painting grade Material

Table No:3 Rating for selecting Painting Grade Material

Total weightage can be given as, Vendor A = $(8 \times 4) + (6 \times 3) + (7 \times 2) + (5 \times 1)$ = 32 + 18 + 14 + 5= 69 Vendor B = $(8 \times 4) + (8.5 \times 3) + (8 \times 2) +$ (7.5×1) = 32 + 25.5 + 16 + 7.5=81

3. Which of the following vendor will you select for various products and services as mention below?

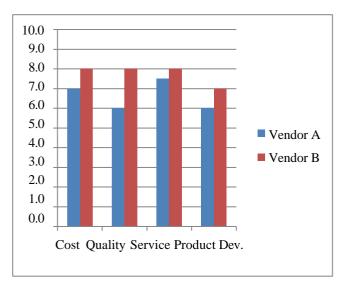
A. Adhesive Tapes.

Cost benefits for Adhesive Tapes from		
following vendor?		
A. Vendor A	B. Vendor B	
Quality for the Adhesive Tapes being		
purchased regarding long term use of it.		
A. Vendor A	B. Vendor B	
Service of Test Certificate requirement		
A. Vendor A	B. Vendor B	
Product development and innovation in the		
topic of Adhesive Tapes for future concerns.		
A. Vendor A	B. Vendor B	

	Vendor A	Vendor B
Cost	7	8

6	8
7.5	8
6	7
	6 7.5 6

Table No.4: Ratings for selecting Adhesive Tapes.



Graph No.3: Ratings for Adhesive Tapes

Analysis- From the above chart, the all factors like cost, quality, services are better for the vendor B. Hence here vendor B is selected for the purchasing the product.

To calculate the weightage for different vendors,

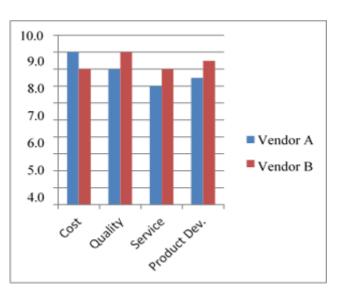
=79

4. Which of the following vendor will you select for various products and services as mention below?

A. Paints.

Cost benefits for Paints from following vendor?		
B. Vendor B		
Quality for the Paints being purchased regarding		
B. Vendor B		
Service of Test Certificate requirement.		
B. Vendor B		
Product development and innovation in the topic		
of Paints for future concerns.		
B. Vendor B		

Table No.5: Ratings for selectingPaint Materials.



Total weightage can be given as, **Vendor A** = $(7 \times 4) + (6 \times 3) + (7.5 \times 2) + (6 \times 1)$ = 28 + 18 + 15 + 6= 67 **Vendor B** = $(8 \times 4) + (8 \times 3) + (8 \times 2) + (7 \times 1)$ = 32 + 24 + 16 + 7

Graph No.4: Ratings for Material **Analysis-** Here cost for vendor A is high but the other factors like quality, services and Technologies used is good from the vendor B. Thus vendor B is selected for the purchasing the product.

To calculate the weightage for different vendors,

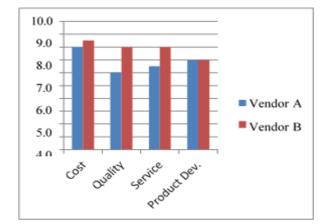
Total weightage can be given as, Vendor A = $(9 \times 4) + (8 \times 3) + (7 \times 2) + (7.5 \times 1)$ = 36+24+14+7.5= 81.5

Vendor B = $(8 \times 4) + (9 \times 3) + (8 \times 2) + (8.5 \times 1)$ = 32+27+16+8.5=83.5

5. Which of the following vendor will you select for various products and services as mention below?

A. Packing Material.

1. Cost benefits for Packing Material from		
following vendor?		
A. Vendor	B. Vendor B	
А		
2. Quality for the F	Packing Material being	
purchased regarding long term use of it.		
A. Vendor	B. Vendor B	
А		
3. Services for the Packing Material in case of		
damage.		
A. Vendor	B. Vendor B	
А		
4. Product development and innovation in the		
topic of Lubrication Oils for future concerns.		
A. Vendor	B. Vendor B	



No.6: Ratings for selecting Packing Material To calculate the weightage for different vendors,

Total weightage can be given as, Vendor A = $(8 \times 4) + (6 \times 3) + (6.5 \times 2) + (7 \times 1)$ = 32+18+13+7= 70Vendor B = $(8.5 \times 4) + (8 \times 3) + (8 \times 2) + (7 \times 1)$ = 34+24+16+7=81FinalVendor'sPerformanceEvaluation.

 Table No.12: Final evaluation of Vendors

No.6: Ratings for selecting Packing Material





Graph-Final evaluation of Vendors **Findings:**

The findings from the project done on the topic of "THE PROCESS OF SUPPLIER SELECTION METHODS AT SAURABH FLEXIPACK SYSTEMS PVT. LTD." Are stated as follows which are derived from the Questionnaire being circulated among the vendors. The findings from the project are constituted from the questionnaire that was answered by various Vendors involved.

1. In this case of Plating Grade Materials is sold on a cheaper rate than that of Vendor B and this is derive from the questionnaire provided. Vendor B, Also the associating factors such as Quality, Services and Product Development is higher than that of Vendor B. So Findings from this question is that the Vendor B is much more appreciable from Vendor A.

2. In this case of Painting Grade Materials, vendor B is much more appreciable than the vendor A is derived from the questionnaire provided.

Vendor B has the larger values in the case of Quality, Services and Product Development. So Vendor B is more appreciable.

3. In the case of purchasing Adhesive Tapes Vendor B is more appreciable from the graph and analytical calculations. Hence vendor B is more likely to be selected for the purchasing the Adhesive Tapes.

4. In the process of purchasing the Paints, Vendor B has more specialties such as Quality, Cost, Services, Product Development than that of Vendor A. Therefore, Vendor B is more likely to be selected for purchasing of Paints.

5. While the purchasing of Packing Material, from the study of the graph it is clear to select

Vendor B by the data gathered but however after calculation of graphical data it can be calculated that Vendor B is more preferable than that of Vendor A.

Suggestions & Recommendations:

Need for Vendor Development:

- 1. It will increase transparency between organization and suppliers.
- 2. It will improve collaboration between organization and suppliers.
- 3. It will improve Quality, manufacturing ability and reliability for new designs.
- 4. There should be a good relation between Suppliers and Organization for smooth running of business.

Conclusion:

The supplier selection processes are very important to organizations nowadays since choosing the one that fits best the company's needs, can bring significant savings. These processes can vary across companies depending on many factors. One of these factors is the focus criteria of the company that depends on its competitive market. These criteria may vary from quality, cost/price, delivery, financial capability and stability, supplier management capability, overall personnel capabilities, process and technological capability, environmental regulation compliance, supplier purchasing strategies, policies and techniques, among others. This research indicates that the supplier performance measurement criteria most commonly used by manufacturing industries are Quality, delivery and service. These are the main criteria in the organizations studied since other supplier's evaluation criteria such as financial capability stability or process and technological capability.

Future Scope:

1. Cost Savings

Selecting a supplier that aligns with the organization's needs can result in significant financial savings by

Ensuring competitive pricing and reducing costs related to poor supplier performance (e.g., delays or defects).

2. Improved Quality of Products/Services

Prioritizing quality in supplier selection ensures that the organization receives high-quality materials or Services, which can directly enhance the quality of the organization's offerings and customer

3. Enhanced Delivery Reliability

satisfaction.

By focusing on delivery performance, the organization can achieve more reliable supply chains, reduce lead times, and maintain efficient production schedules, leading to improved operational efficiency.

4. Better Customer Satisfaction

Consistent service from suppliers, including responsiveness and reliability, ensures the organization can meet customer demands on time, thereby improving customer trust and loyalty.

5. Strategic Alignment with Business Goals

Evaluating suppliers based on criteria such as financial stability, technological capabilities, and environmental compliance helps align the supply chain with the organization's long-term goals, such as innovation, sustainability, and market competitiveness.

6. Risk Reduction

A thorough evaluation of suppliers' financial and operational capabilities reduces the risk of disruptions, such as supplier insolvency or failure to meet regulatory requirements.

7. Operational Efficiency

By selecting capable suppliers with strong management and technological capabilities, the organization can streamline processes, reduce waste, and enhance overall operational efficiency.

8. Sustainability and Compliance

Considering environmental regulation compliance ensures the organization meets sustainability goals and avoids legal or reputational risks.

The supplier selection process is a strategic enabler for the host organization, driving cost efficiency, operational reliability, and customer satisfaction while supporting long-term goals like innovation, risk management, and sustainability.

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