



Vendor & Supplier Management

You may need a smarter management tool to help you manage the increasing vendors and suppliers. 8Manage SPM provides the following comprehensive facilities to help you manage them effectively:

- Segmentation management
- Qualification, Grading & Blacklist
- Delivery Quality Scoring
- Open Recruitment & Pre-qualification
- Vendor & Supplier Master
- Supplier Performance Appraisal

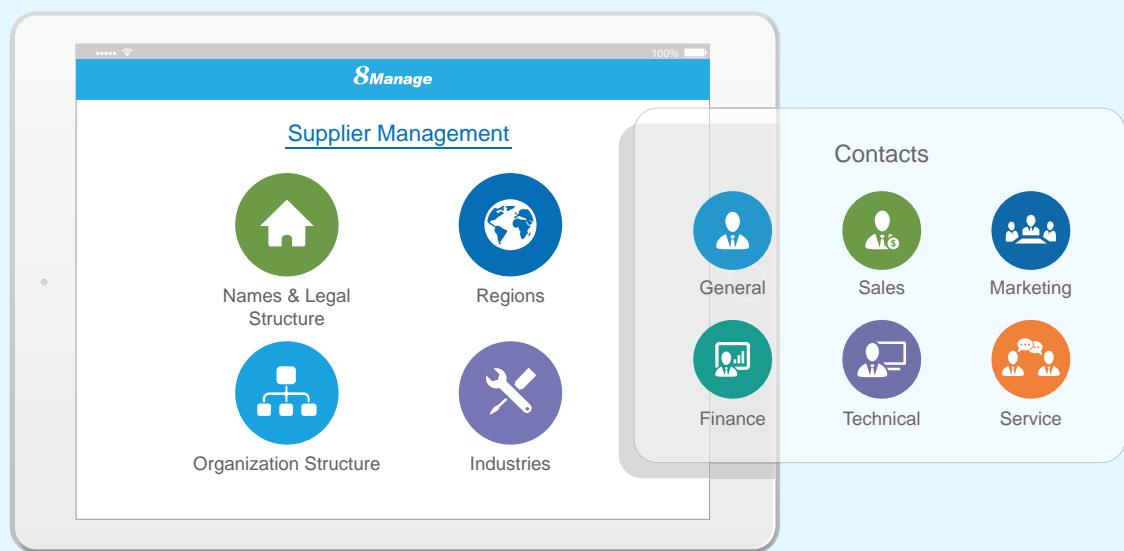
1. Segmentation

8Manage SPM supports the following user-defined categories to segment vendors and suppliers for filtering and policy control:

- Grade
- Industry
- Product Type
- Region
- Service Type

8Manage SPM also distinguishes different supply channel types such as manufacturer, supplier and contractor and the following qualification types:

- Not yet qualified
- Qualified
- High Performance
- Unqualified
- Blacklist



8Manage SPM also distinguishes different contact types such as the following:

- General
- Technical
- Delivery/Collection
- Tender
- Finance
- Marketing
- Legal
- Sales
- Support
- Others

2. Open Recruitment & Pre-qualification

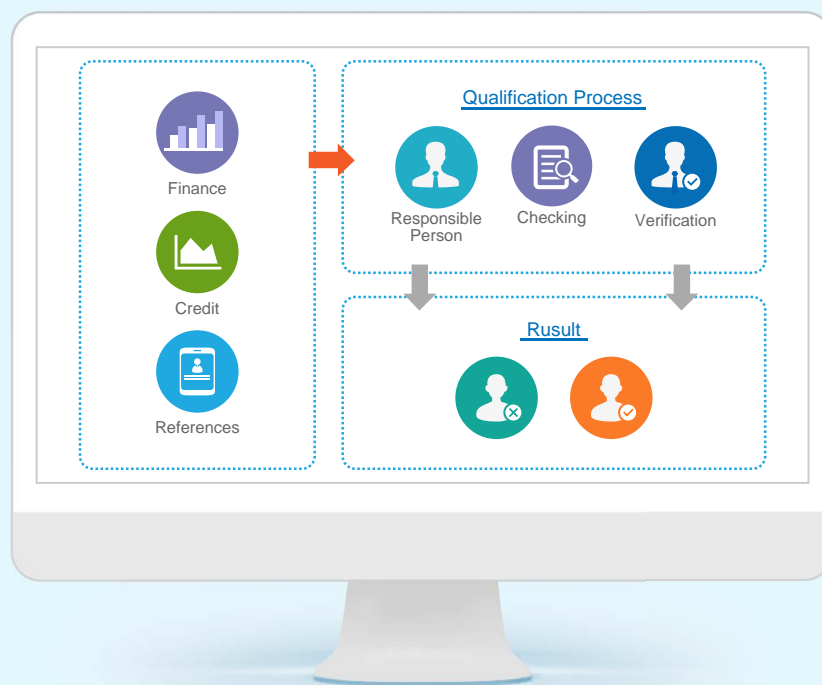


Due to the fact that competition drives down prices, it would be useful for an enterprise to periodically recruit new vendors and suppliers. 8Manage SPM supports open recruitment of vendors and suppliers and allows the enterprise to design the pre-qualification questionnaire and post announcement and the vendors and suppliers to self-register and fill in the pre-qualification questionnaire. 8Manage SPM can automatically calculate the score for each applicant based on the assigned scores in the pre-qualification questionnaire and determine whether it passes the pre-qualification test.

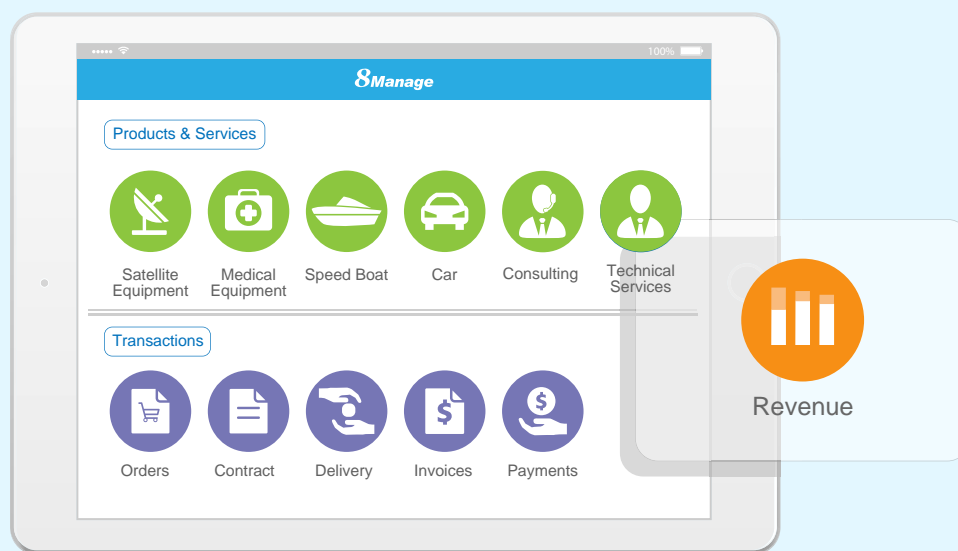
3. Qualification, Grading & Blacklist

The qualification and grading are controllable processes in 8Manage. An enterprise can check the qualification approval policy and set up the approval process and a vendor or supplier would only be qualified if it conforms to the process.

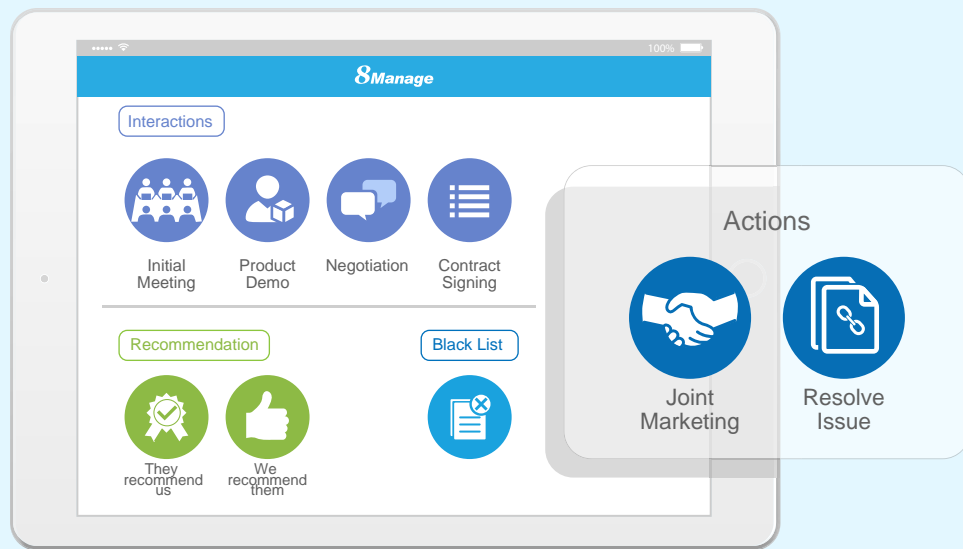
Once a vendor or supplier is qualified, its status and grade can only be changed by the user who has the proper privileges. A vendor or supplier can be blacklisted by the privileged user.



4. Vendor & Supplier Master



The minimum information to create a new vendor or supplier is just its name. However, 8Manage allows the enterprise to incrementally capture wealthy information of the supplier. 8Manage also allows the vendor or supplier to add or change its own product and service information including prices and discounts. This would great save the enterprise' s effort of keeping each vendor or supplier' s product and service information up-to-date.



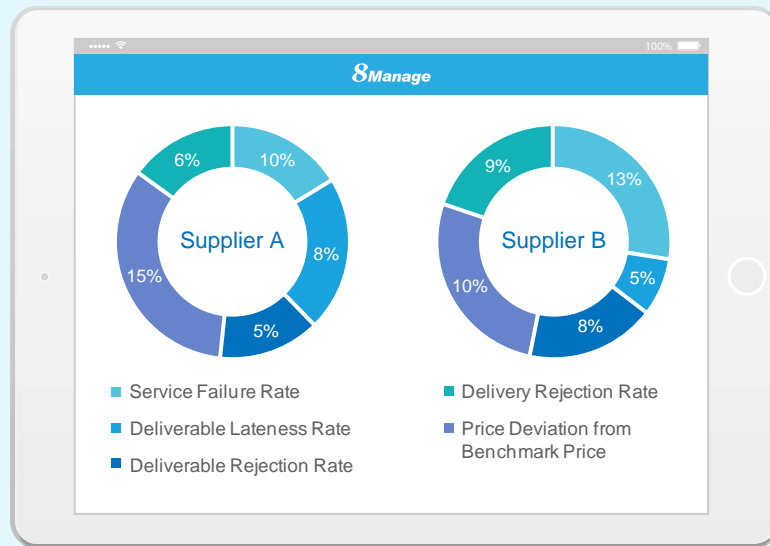
When the enterprise is having interactions and transactions with its vendors and suppliers, 8Manage provides the facility to capture the information automatically and search and analyze the information as needed in **real-time**.

8Manage was designed to deal with global vendor or supplier name problem and would be able to identify the same vendor or supplier with different names and also allow the linking of the information and transaction records of the same vendor but with different names together.

5. Delivery Quality Scoring

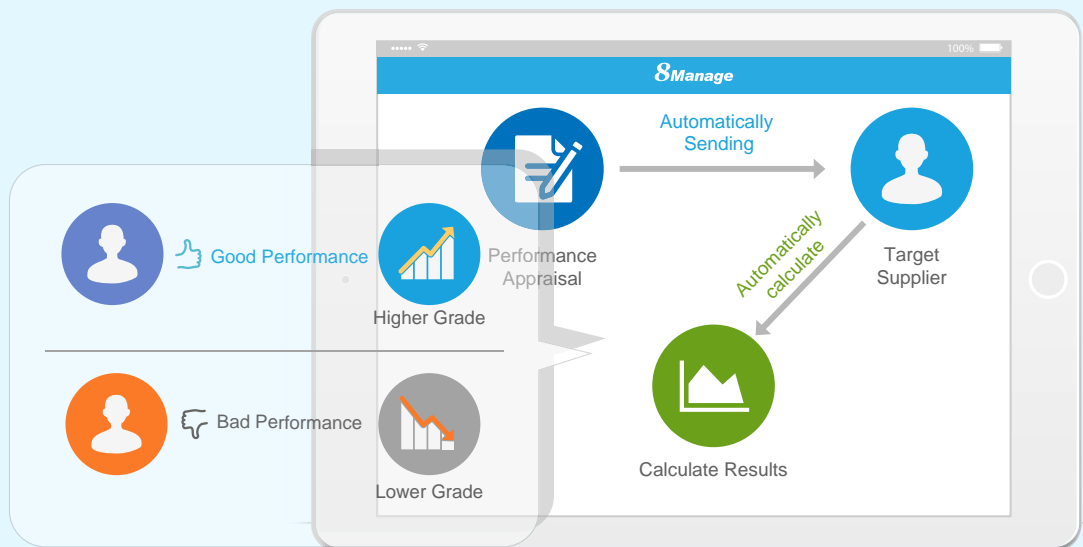
8Manage automatically tracks the following measurement information during the “delivery & acceptance” process and **aggregate** and **summarize** measurements results in **real-time**:

- Price Rating (1 Worst 10 Best)
- Deliverable Lateness Rate (%)
- Service Failure Rate (%)
- Average Number of Days Late
- Late Frequency (Number of Lateness / Total)
- Complain Frequency (Number of Complains / Total)
- Tender Invitation Rate (Number of Times Invited / Total Number of Tenders)
- Tender Response Rate (Number of Times Responded / Total Number of Times Invited)
- Tender Hit Rate (Number of Wins / Total Number of Times Responded)
- Tender Rejection Rate (Number of Losses / Total Number of Times Responded)
- Price/Performance Rating (1 Worst 10 Best)
- Deliverable Rejection Rate (%)
- Price Deviation from Benchmark Price (%)
- Delivery Rejection Rate (%)



The automatically collected objective performance data is very use for quick sanity checks. They are also very useful when being combined with subjective performance appraisal data from the users who directly receiving products and services from the vendors and suppliers.

6. Supplier Performance Appraisal



8Manage allows the user to set up the questionnaire for performance appraisal for the target vendor or supplier and 8Manage can automatically send the questionnaire to the appraisers specified by the user and calculate the result based on the pre-assigned score for each answer for each question in the questionnaire.

The performance appraisal result can be used to advance the vendor or supplier to a higher grade or demote it to a lower grade or even blacklist.



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| 8Manage CRM : Mobile Internet CRM | 8Manage eExpense : Web & Smartphone Expense Report System |
| 8Manage SPM : Supplier & Procurement Management | 8Manage eLeave : eLeave & Leave Management |
| 8Manage Simple PM : Simple to Start & Extend PM | 8Manage eTimesheet : Web & Smartphone Timesheet System |
| 8Manage PM : Advanced Tool for Project Planning & Execution | 8Manage eLearning : Advanced eLearning System |
| 8Manage PMO : High Performance PMO | 8Manage eSurvey : Easy-to-use eSurvey System |
| 8Manage Finance : Strong Connectivity with Businesses & Operations | 8Manage eDMS & KM : eDocument & Knowledge Management |
| 8Manage HR : Human Capital Management | |
| 8Manage OA : New Generation Office Automation | |
| 8Manage BI : Point-and-click BI | |
| 8Manage O2O : B2C, B2B, eExchange, eSettlement & eERP | |
| 8Manage FAS : Knowledge Enterprise Full Automation Suite | |
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