

Mopilya.com

Supplier Selection, Evaluation and Purchase Order SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-PUR-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Operations / Procurement Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Supplier approval, purchase order, and supplier performance	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To ensure suppliers and workshops used by Mopilya are selected, approved, monitored, and controlled based on their ability to meet product quality, lead time, cost, and service requirements.

2. Scope

Applies to outsourced furniture production suppliers, workshops, material providers, packaging providers, delivery partners, and any external provider affecting product or service quality.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.4 - Control of Externally Provided Processes	Controls supplier selection, purchasing information, supplier monitoring, and outsourced production.
Clause 8.5 - Production and Service Provision	Ensures suppliers receive clear production requirements.
Clause 9.1 - Performance Evaluation	Monitors supplier performance using KPIs and evidence.

4. Definitions

Term	Definition
Approved Supplier	Supplier assessed and accepted for use by Mopilya.
Purchase Order / Production Order	Controlled instruction issued to supplier with product and delivery requirements.
Supplier SLA	Agreed service level such as confirmation time, ready date, defect rate, and response time.

5. Responsibilities

Role	Main Responsibilities
Operations / Procurement Manager	Approves suppliers, issues supplier requirements, reviews performance, and escalates repeated failures.
Quality / Receiving Responsible	Reports quality defects and inspection results to supplier evaluation.
Finance / Admin	Confirms agreed commercial terms and supplier payment records.
Supplier	Confirms capacity, cost, lead time, material availability, and production readiness.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Identify supplier need based on product category, capacity, quality requirements, or delivery coverage.	Operations Manager	Supplier need defined.

2	Collect supplier information: legal name, location, capability, product range, samples/photos, prices, lead time, references, and delivery support.	Procurement	Supplier profile completed.
3	Evaluate supplier against quality, cost, lead time, capacity, responsiveness, and complaint history.	Operations / Quality	Supplier evaluation score recorded.
4	Approve, conditionally approve, or reject supplier.	Operations Manager	Approved Supplier List updated.
5	Define supplier requirements including specifications, inspection criteria, packaging, delivery readiness, communication method, and escalation rules.	Operations / Quality	Supplier agreement or SLA documented.
6	Before order release, verify supplier availability, expected ready date, cost, and material constraints.	Operations	Supplier confirmation retained.
7	Monitor supplier performance monthly using defect rate, late order rate, response time, and customer complaints.	Operations / Quality	Supplier scorecard updated.
8	If supplier performance is unacceptable, request corrective action, restrict new orders, or remove supplier from approved list.	Operations Manager	Supplier action record completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Approved Supplier List	Operations	Life of supplier + 3 years	Procurement folder
Supplier Evaluation Form	Operations	3 years	Supplier folder
Supplier SLA / agreement	Operations	Life of supplier + 3 years	Supplier folder
Supplier Scorecard	Operations	3 years	QMS performance folder
Supplier Corrective Action	Quality / Operations	3 years	CAPA folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Supplier cannot meet promised date	Supplier confirmation and lead time check before customer promise.	Update customer, reassign supplier, or revise delivery date.
Supplier produces wrong specification	Clear production order, attachment of customer-approved specification, confirmation before production.	Stop/rework order and open supplier corrective action.
Supplier quality unstable	Supplier scorecard, inspection results, and corrective actions.	Restrict orders or remove from Approved Supplier List.

9. KPIs

KPI	Suggested Target	Review Frequency
Approved supplier on-time readiness	>= 90%	Monthly
Supplier defect rate	<= 3%	Monthly
Supplier confirmation time	Within 1 business day	Weekly

10. Related Documents / Forms

- MOP-PUR-FRM-001 Approved Supplier List
- MOP-PUR-FRM-002 Supplier Evaluation Form
- MOP-PUR-FRM-003 Supplier Scorecard
- MOP-QMS-SOP-002 Nonconforming Output and CAPA SOP

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date