

What does KINSHOFER expect from its suppliers?

1. Quality

- 1.1. Fulfillment of requirements / Compliance with specifications
- 1.2. Provide for technical competence (technical support)
- 1.3. Fast implementation of changes
- 1.4. Fast complaint processing
- 1.5. Clear identification of the products
- 1.6. Correctly sorted packaging
- 1.7. 24 months warranty on all delivered products

2. Deadlines

- 2.1. Exact compliance with the agreed replenishment time
- 2.2. Clear communication
- 2.3. Immediate notification in case of discrepancies
- 2.4. Order confirmation only if the requirements are not met

3. Price

- 3.1. Fixed prices for a period of one year
- 3.2. Rationalization effects must be included in the price
- 3.3. Information about price changes for the coming year must be given in August at the latest
- 3.4. Delivery and payment conditions: free delivery -> DDP, within 14 days 3% cash discount, 30 days net
- 3.5. Transparency
- 3.6. Open calculation

4. Adherence to quantity stipulations

- 4.1. Order quantity must be held
- 4.2. Products under general agreement can be delivered 10% over order quantity
- 4.3. Reduced delivery quantity only if agreed upon by the purchaser
- 4.4. Quantity adjustment for packaging sizes or storage units

5. Business relations

- 5.1. Accessibility during normal business hours
- 5.2. Fast reaction time
- 5.3. Honesty
- 5.4. Reliability
- 5.5. Long-term partnership
- 5.6. Compliance with the Lifco Code of Conduct
- 5.7. Flexibility
 - For increases or decreases in capacity
 - For stock control
 - For changes in delivery dates

6. New requirements for suppliers:

- 6.1. Barcode on delivery notes
- 6.2. Packaging without plastic
- 6.3. EDI orders