

# ISO 9001:2015 Supplier Evaluation Form - Industry Vetted

21 Jul 2025 / Shane Westley

Complete

Score	169 / 211 (80.1%)	Flagged items	0	Actions	1
Supplier Name	Handycare				
Site conducted	Unanswered				
Conducted on	21.07.2025 12:54 PST				
Prepared by	Shane Westley				
Location	17825 Hanover Rd, Fountain, CO 80817, USA				

Actions

1 action

Untitled Page / Supplier evaluation / Quality of Products/Services

Internal audits conducted regularly

1 - Fails to meet expectations

Audits are not conducted regularly. Only when there is an inspection for a client, because they say all processes are working anyway.

To do | Priority: High | Due: 28.07.2025 12:58 PST | Created by: SafetyCulture Staff

Bring up lack of internal audits to head

Untitled Page		1 action, 169 / 211 (80.1%)
Supplier Information		
Contact Name	Cecilia Dorian	
Phone number	+123009384911	
Email	c.dorian@hc.com	
Type of roducts or services provided	Personal care, cleaning	
Supplier evaluation	1 action, 165 / 205 (80.49%)	
Quality of Products/Services	1 action, 22 / 35 (62.86%)	
Certifications and regulatory compliance (e.g., ISO 9001, CE, FDA)	3 - Meets expectations	
Quality Policy established and documented	4 - Above expectations	
Quality objectives established and monitored	4 - Above expectations	
Material traceability and documentation	2 - Below expectations	
There are documentations for traceability but not updated.		
Internal audits conducted regularly	1 - Fails to meet expectations	
Audits are not conducted regularly. Only when there is an inspection for a client, because they say all processes are working anyway.		
To do   Priority: High   Due: 28.07.2025 12:58 PST   Created by: SafetyCulture Staff		
Bring up lack of internal audits to head		
Compliance with specifications	4 - Above expectations	
Corrective and preventive actions documented and implemented	4 - Above expectations	
Production & Process Controls	15 / 20 (75%)	
Process controls in place to ensure product consistency	4 - Above expectations	
Production process is structured and documented	4 - Above expectations	
Process controls in place to ensure product consistency	4 - Above expectations	

<b>Standard operating procedures (SOPs) are documented and followed</b>	3 - Meets expectations
Delivery and Performance	17 / 20 (85%)
<b>Delivery times are met</b>	4 - Above expectations
<b>Delivery schedules are flexible and reliable</b>	5 - Far exceeds expectations
<b>Products/Services are delivered in compliance with specifications</b>	4 - Above expectations
<b>Inventory management prevents delays and backorders</b>	4 - Above expectations
Cost & Commercial Terms	15 / 20 (75%)
<b>Price competitiveness</b>	3 - Meets expectations
<b>Transparent cost structure</b>	3 - Meets expectations
<b>Flexible and favorable payment terms</b>	4 - Above expectations
<b>Volume discounts</b>	5 - Far exceeds expectations
Best discounts for bulk buying so far	
Risk Assessment & Compliance	25 / 30 (83.33%)
<b>Risk management process to address potential disruptions</b>	5 - Far exceeds expectations
<b>Business continuity plan</b>	3 - Meets expectations
There are plans in place but not updated.	
<b>Geopolitical risks are considered in sourcing and supply chain decisions</b>	4 - Above expectations
<b>Contingency plans for supply chain disruptions</b>	4 - Above expectations
<b>Cybersecurity measures in place for data integrity and redundancy</b>	5 - Far exceeds expectations
<b>Financial risks evaluated and managed</b>	4 - Above expectations
Safety	26 / 35 (74.29%)
<b>Safety metrics (OSHA rate, TRIR, DART, EMR) meet minimum requirements</b>	5 - Far exceeds expectations
<b>Safety culture is strong, robust and obvious</b>	3 - Meets expectations

<b>Compliance with safety regulations</b>	5 - Far exceeds expectations
<b>Material Safety Data Sheets are available and easily accessible</b>	2 - Below expectations
Not updated	
<b>Employees are trained in safety procedures</b>	4 - Above expectations
<b>Safety audits are conducted on a regular basis</b>	3 - Meets expectations
<b>Fact based decision making and continuous improvement</b>	4 - Above expectations
Environmental & Sustainability Practices	25 / 25 (100%)
<b>Environmental management system is implemented</b>	5 - Far exceeds expectations
<b>Waste management and recycling programs in place</b>	5 - Far exceeds expectations
<b>Environmental regulatory compliance</b>	5 - Far exceeds expectations
<b>Sustainability initiatives integrated into operations</b>	5 - Far exceeds expectations
<b>sustainability initiatives integrated into operations</b>	5 - Far exceeds expectations
Supplier Communication & Customer Service	20 / 20 (100%)
<b>Responsive to inquiries and issues</b>	5 - Far exceeds expectations
<b>Customer service representatives knowledgeable and helpful</b>	5 - Far exceeds expectations
<b>Structured process for handling complaints and disputes</b>	5 - Far exceeds expectations
<b>Technical support</b>	5 - Far exceeds expectations
Summary	4 / 6 (66.67%)
<b>Overall rating</b>	3 - Meets expectations
<b>Recommended for approval</b>	Yes
Recommended for approval but still need more discussions.	
<b>Additional Comments</b>	
The lack of updated documentation and audits is a problem, but we can't deny they're one of the best suppliers we can have right now.	