

Supplier Audits

Physical validation of supplier information



As a sourcing and procurement professional your contract and buying decisions rely on access to comprehensive and up-to-date supplier information. The more critical those products, services and suppliers are to your business – the greater your need for confidence and trust in the information provided. Achilles provides the rigour and detail you want through desk-top assessments and on-site supplier audits carried out by qualified assessors.

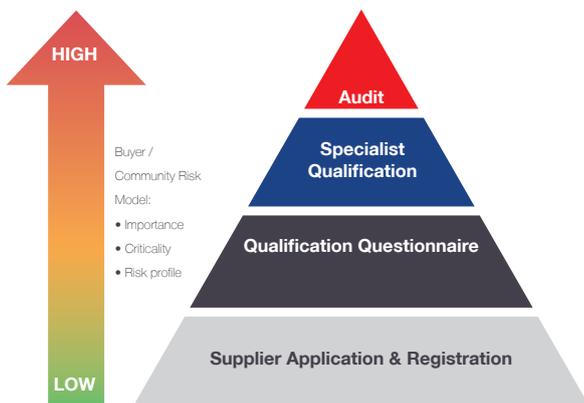
Supplier data you can trust

Data quality powers our solutions. We validate information through our support teams, qualified assessors and via specialist third-party data feeds. Over 400 support staff and auditors complete more than 80,000 supplier qualification questionnaire validations and over 11,000 on-site audits across 40 countries every year.

Achilles tiered assessment model

We use 4 key assessment stages to capture information and qualify suppliers in line with your company or industry risk model:

- Supplier Registration
- Industry Qualification Questionnaires
- Specialist Qualification Questionnaires
- Audits (Desk-top and On-site)



Enhanced validation through audit

Achilles audits are aligned with our Qualification Questionnaires, giving enhanced validation on key risk areas.

The scope of our audit programmes covers an assessment of the supplier's organisational management systems covering key supply chain risk areas including

Quality	Health & HR	Safety
Environment	Sustainability / CSR	Carbon Management

We review the documented policies and processes suppliers maintain and check that these are operationally adhered to.

Achilles audit programmes are delivered either as "pass/fail" events with corrective actions (and follow-up) or as scored models, depending upon a buyer's requirements.

Benefits across the supply chain

Achilles audits provide value and benefits to both our buyer and supplier and customer.

For Buyers:

Trusted Independent supplier verification
Corrective actions agreed with suppliers
Sets and raises Industry standards

For Suppliers:

One audit visible to all community buyers
Transparent and structured audit process
Demonstrate competitive advantage
Supports continuous improvement

Follow-Up audit Non conformities
Differentiation between companies with the same certifications

Audits that reflect industry requirements

We develop and deliver our audits with scope and protocols tailored to the specific requirements of our buyers and communities.

These can cover industry standards, recognised best-practice or country-specific laws.

We consult with community steering groups to refine and consolidate audit requirements, reducing the qualification burden for suppliers. We support buyers by unifying industry standards and increasing supplier participation rates.

Maintaining audit quality

All our auditors are qualified and have completed training validated by IRCA (International Register of Certified Auditors).

Dedicated technical managers ensure audit programme consistency within each of our industry sector communities.

These technical specialists are responsible for witnessing every auditor annually, quality checking reports and managing the competence of the auditors to ensure consistent quality standards.

A Technical Development Manager is responsible for the content of all audit protocols to ensure they remain current and aligned with the associated questionnaire content.

Status, scores and reports

Achilles undertakes audit programmes with specific suppliers based on risk model rules agreed by buying organisations (or an Achilles community).

Suppliers will undergo an on-site audit or complete a focused questionnaire and send in supporting documents reflecting their company processes and procedures. The resulting information is then assessed and verified by Achilles.

The audit reports, once approved, are published online for authorised buyers and suppliers to view. The existence of an audit can also be used as a criteria to filter or refine search results.

Typically audit reports contain the following information:

- Executive summary
- Scores / status for each section / area
- Findings: Major non-conformity, Minor non-conformity, Observations and positive elements
- Agreed company actions
- Detailed scores, response and evidence
- Follow-Up Non Conformities

Follow-Up audit Non Conformities

Achilles offers buyers and suppliers Non conformity Module. This software provides suppliers upload the evidences and show them the closure of Non-conformities identified by audit team. These evidences are validated by the auditor. In this way, Buyers may know at all times, and updated, the status of the closure of all non-conformities of the audits carried out to its suppliers.



The customer community

Customers belonging to our communities have the information on our audits and tracking them in our tools.

Some of the companies that work with us:

