Quality Expectations to Supply Chain

Every day we purchase over 300 million parts for our Bosch plants around the world. We therefore expect our suppliers to operate a Quality Management System that guarantees defect free deliveries, right from the start of production.

To support our suppliers in fulfilling this target, we run a worldwide standardized improvement program including phases of cooperation and escalation. Here we give an overview and some details about the basic approach of this program.

Our aim is to work jointly with our suppliers to continuously improve the Quality of purchased parts within the whole supply chain. When our expectations are not being fulfilled we expect that our suppliers work sustainably on improving their Quality performance. We support these activities with our new supplier cooperation and escalation program.

Further information

Bosch Purchasing Website

Supplier Cooperation and Escalation Program

Bosch Mobility Solutions (BBM)
The supplier cooperation and escalation program is divided in two elements:

The cooperation element is separated into the Standard Quality Cooperation which means daily business with upcoming single quality topics and into the Extended Quality Cooperation which means a preventive support to increase the maturity level of a supplier. Both cooperation stages have no impact on the Bosch Dynamic Supplier Classification regarding the awarding of new business.

The escalation element is named Supplier Quality Improvement Program and separated into 4 stages (escalation 1-4). The escalation stages rise step by step, are connected to the rating in the Dynamic Supplier Classification and have also impact on awarding decisions (see table). Also the de-escalation is stepwise if the committed targets are reached. In the escalation stages E3 and E4 cost charging elements are included, based on individual agreements with the suppliers.