



2010 SUPPLIER VALUE INDEX
 JASON INDUSTRIAL
 PROGRAM TYPE: IDC DISTRIBUTION CENTER

Jason Industrial
Score

Total
Possible
Score

% of Total
Possible
Score

Product Category

Quality of Product:	15	20	75%
(0) Poor = Repeated reported failures.			
(5) Fair = No reported failures, but lower than average test results.			
(10) Average = No reported failures, average test results.			
(15) Good = No reported failures, better than average test results.			
(20) Excellent = Highest standards in the industry.			
Packaging of Product:	15	20	75%
(0) Poor = Repeated package/adhesive/labeling failure.			
(5) Fair = Occasional package/adhesive/labeling failure.			
(10) Average = Rare package/adhesive/labeling failures, average label appearance.			
(15) Good = No package/adhesive/labeling failures, attractive labeling.			
(20) Excellent = Heavy attractive packaging with attractive labels.			
Appearance of Product:	15	20	75%
(0) Poor = Unattractive product, casting burs, appears as poor quality.			
(5) Fair = Attractiveness is less than average of industry standards.			
(10) Average = Appearance is similar to most like-products in the industry.			
(15) Good = Appearance is better than most like-products in the industry.			
(20) Excellent = Product has the best appearance in the industry.			
Ease of Ordering:	15	20	75%
(0) Poor = Ordering process is extremely difficult and requires great deal of effort.			
(5) Fair = Ordering process is cumbersome.			
(10) Average = Ordering process is normal by current industry standards.			
(15) Good = Ordering process is easy.			
(20) Excellent = Ordering process is very user-friendly, cutting edge, and requires minimum involvement.			
Order Fill Rate:	20	20	100%
(0) Poor = Less than 90% on initial shipment with delivery of backorders over 30 days.			
(5) Fair = 90%-92% on initial shipment with backorders of 1-4 weeks.			
(10) Average = 93%-95% initial shipment with backorders of 1-3 weeks.			
(15) Good = 96%-98% initial shipment with backorders of 1-2 weeks.			
(20) Excellent = 99%-100% initial shipment with backorders of 1 week or less.			
Order Accuracy:	20	20	100%
(0) Poor = Consistently makes multiple entry and shipping errors.			
(5) Fair = Consistently makes either entry or shipping errors.			
(10) Average = Occasionally makes either entry or shipping errors.			
(15) Good = Seldom makes entry or shipping errors.			
(20) Excellent = Rarely makes entry or shipping errors.			
Emergency/Expedited Shipping:	20	20	100%
(0) Poor = Does not offer expedited shipments for emergencies and fails to meet IDC same day shipping requirements.			
(5) Fair = Does not offer expedited shipments for emergencies or fails to meet the IDC same day shipping requirements.			
(10) Average = Makes same day shipments until 4:30 EST and has established emergency order policies.			
(15) Good = Ships until 6:00 pm EST, routinely expedites orders for emergency shipments.			
(20) Excellent = Ships until 7:00 pm EST, actively attempts to meet emergency demand.			
Shipping/Transit Time:	15	20	75%
(0) Poor = Consistently takes more than 5 business days to ship.			
(5) Fair = Consistently takes up to 4 business days to ship.			
(10) Average = Consistently ships in 3 business days.			
(15) Good = Consistently ships in 2 business days.			
(20) Excellent = Consistently ships in 1 business day.			
Ease of Receiving:	20	20	100%
(0) Poor = Does not use IDC item ID and product is not on packing list or PO sequence.			
(5) Fair = Uses identifiable item ID, but product is not on packing list or PO sequence.			
(10) Average = Uses identifiable item ID and product is on packing list, but not PO sequence.			
(15) Good = Uses IDC item ID and product is on packing list, but not PO sequence.			
(20) Excellent = Uses IDC item ID and product is on packing list and PO sequence.			
New Products, Product Expansions, Program Enhancements or Price Decreases:	0	20	0%
(0) Poor = No new products, expansions, program enhancements or price decreases.			
(5) Fair = 1 new product, expansion, program enhancement or price decrease.			
(10) Average = 2 new products, expansions, program enhancements or price decreases.			
(15) Good = 3 new products, expansions, program enhancements, or price decreases.			
(20) Excellent = 4 or more new products, expansions, program enhancements or price decreases.			
Product Category Total	155	200	78%

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Customer Service Category			
Sales/Field Support:	20	25	80%
(0) Poor = No sales/field support available.			
(10) Fair = Sales/field support available, but ineffective.			
(15) Average = Sales/field support has some impact.			
(20) Good = Sales/field support is assertive and effective.			
(25) Excellent = Sales/field support partners with IDC-USA and member-owners to create maximum impact in the market.			
P.O. Confirmation Response/Accuracy:	20	25	80%
(0) Poor = No confirmation, delivery information not accurate.			
(10) Fair = Requires frequent calls for confirmations, some delivery information accurate.			
(15) Average = Consistently confirms by end of next business day most delivery information is accurate.			
(20) Good = Consistently confirms by end of same business day with accurate delivery information.			
(25) Excellent = Consistently confirms within 2 hours, with accurate delivery information.			
Requests Follow-up (Quotes, RGAs, etc.):	20	25	80%
(0) Poor = No follow-up on requests.			
(10) Fair = Follows up after repeated requests.			
(15) Average = Follows up but requires frequent 2nd requests.			
(20) Good = Consistently follows with occasional 2nd requests needed.			
(25) Excellent = Follows up after 1st request.			
Responsiveness on Questions/Issues:	25	25	100%
(0) Poor = No responsiveness to questions or issues.			
(10) Fair = Responds after multiple requests.			
(15) Average = Responds with minimal information.			
(20) Good = Responds with some effort to go above and beyond.			
(25) Excellent = Eager to respond and consistently goes above and beyond.			
Inventory View Accessibility:	25	25	100%
(0) Poor = No inventory view accessible.			
(10) Fair = Has a website for checking stock only.			
(15) Average = Has website for checking stock and user specific pricing.			
(20) Good = Has website for checking stock, user specific pricing, and tracking tools.			
(25) Excellent = Has website for checking stock, user specific pricing, tracking tools, and offers IDC website "Check Supplier Availability."			
Part Number Interchange	20	25	80%
(0) Poor = Interchange not available.			
(10) Fair = Interchange available in printed format only.			
(15) Average = Interchange available, but not complete.			
(20) Good = Interchange available, but not interactive.			
(25) Excellent = Interchange available in interactive format.			
Website/Technology:	20	25	80%
(0) Poor = No website/technology available.			
(10) Fair = Brochure website, no technology.			
(15) Average = Brochure website, some technology available and used.			
(20) Good = Interactive website, technology is norm for conducting business.			
(25) Excellent = eCommerce website and/or fully integrated technology partner.			
Locations/Business Hours:	25	25	100%
(0) Poor = Single location, abbreviated hours.			
(10) Fair = Single location, normal business hours.			
(15) Average = Single location, hours accommodate time zones.			
(20) Good = Multiple locations, hours accommodate time zones.			
(25) Excellent = Multiple locations, hours accommodate time zones and emergency after-hour needs.			
Helpfulness/Attitude of Staff:	25	25	100%
(0) Poor = Unfriendly and unresponsive/ineffective.			
(10) Fair = Friendly, but unresponsive/ineffective.			
(15) Average = Friendly and responsive/effective.			
(20) Good = Friendly relationship/rapport builders that are responsive/effective.			
(25) Excellent = Has specific person assigned as IDC contact and practices a "whatever-it-takes" attitude that is very responsive/effective.			
Customer Service Category Total	200	225	89%

IDC-USA®

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Financial Category

Profit Margins:	25	35	71%
(0) Poor = Below 5%			
(20) Fair = 5-9%			
(25) Average = 10-15%			
(30) Good = 16-24%			
(35) Excellent = 25% or more.			
Volume Rebate Incentives:	35	35	100%
(0) Poor = No volume rebate incentive.			
(20) Fair = 1-2%			
(25) Average = 3-5%			
(30) Good = 6-9%			
(35) Excellent = 10% or more. (Growth rebates not eligible)			
Ledger Balance or Consignment:	0	35	0%
(0) Poor = No LBA or consignment.			
(20) Fair = 5% of yearly warehouse sales.			
(25) Average = 10% of yearly warehouse sales.			
(30) Good = 15% of yearly warehouse sales.			
(35) Excellent = >20% of yearly warehouse sales.			
Payment Terms:	20	35	57%
(0) Poor = No payment terms.			
(20) Fair = 1%-10 day net.			
(25) Average = 2%-10 day net.			
(30) Good = 2%-15 day net.			
(35) Excellent = 2%-30 day net.			
Prepaid Freight Policy	30	35	86%
(0) Poor = No prepaid freight program available.			
(20) Fair = Prepaid freight program available to IDC-USA only.			
(25) Average = Prepaid freight policy is over \$3,000.			
(30) Good = Prepaid freight policy is \$3,000 or below.			
(35) Excellent = All shipments are prepaid freight with no minimum.			
Marketing/Advertising Rebates:	0	35	0%
(0) Poor = No marketing or advertising rebates.			
(20) Fair = 1% of annual purchases and paid.			
(25) Average = 2% of annual purchases and paid.			
(30) Good = 3% of annual purchases from dollar one paid quarterly and payment received.			
(35) Excellent = 3% or more of annual purchases from dollar one paid quarterly and without IDC-USA completing request for payment.			
Timely Payment of Rebates:	25	35	71%
(0) Poor = Over 90 days after year-end.			
(20) Fair = 30-60 days after year-end.			
(25) Average = Within 30 days after year-end.			
(30) Good = Quarterly.			
(35) Excellent = Monthly.			
Timeliness of Issuing Credits:	20	35	57%
(0) Poor = More than 3 weeks.			
(20) Fair = 3 weeks.			
(25) Average = 1 week.			
(30) Good = 3 days.			
(35) Excellent = 1 day.			
Reporting Timeliness:	0	35	0%
(0) Poor = Annually.			
(20) Fair = Quarterly.			
(25) Average = Monthly.			
(30) Good = 2 weeks after month-end.			
(35) Excellent = 1 week after month-end.			
Clarity of Statements:	25	35	71%
(0) Poor = No statement.			
(20) Fair = Relevant information, but sorted by date vs. invoice or reference number with multiple account numbers.			
(25) Average = Relevant information, sorted by invoice or reference number, but multiple account numbers.			
(30) Good = Relevant information, but sorted by date vs. invoice or reference number with one account number.			
(35) Excellent = Relevant information for open invoices sorted by invoice or reference number with one account number.			



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Frequency of Price Increases:	25	35	71%
(0) Poor = Does not maintain published pricing.			
(20) Fair = More than 1 increase annually.			
(25) Average = Has an annual price increase.			
(30) Good = Typically increases price every other year; no price increases during rating period.			
(35) Excellent = Price increases are more than two years apart.			
Pricing Notification	30	35	86%
(0) Poor = Pricing information not communicated in timely manner and/or requires frequent follow up to receive required information. Fails to provide digital pricing files.			
(20) Fair = Pricing information communicated with 30 day notice, but pricing held for 60 days, digital pricing files and hard copies of pricing received 4 weeks prior to revised effective date of price change. Pricing clearly communicated within supplier			
(25) Average = Pricing information communicated with 60 day notice, digital pricing files and hard copies of pricing received 2 weeks prior to effective date. Pricing clearly communicated within supplier's organization.			
(30) Good = Pricing information communicated with 60 day notice, digital pricing files and hard copies of pricing received 4 weeks prior to effective date. Pricing clearly communicated within supplier's organization.			
(35) Excellent = Pricing information communicated with 60 day notice, digital pricing files and hard copies of pricing received 6 weeks prior to effective date. Pricing clearly communicated within supplier's organization.			
Supplier Purchases	25	35	71%
(0) Poor = No RFQ purchases from IDC-USA or its member-owners.			
(20) Fair = RFQ to IDC-USA and its member-owners.			
(25) Average = Spot purchase from IDC-USA or its member-owners.			
(30) Good = Multiple spot purchases from IDC-USA or its member-owners.			
(35) Excellent = Blanket order/continuous replenishment orders to IDC-USA or its member-owners.			
IDC Charitable Trust Donations	20	35	57%
(0) Poor = None.			
(20) Fair = \$1 - \$499 in total donations.			
(25) Average = \$500 - \$999 in total donations.			
(30) Good = \$1000 - \$4999 in total donations.			
(35) Excellent = \$5000 and over in total donations.			
Financial Category Total	280	490	57%



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Sales and Marketing Category

Sales Trends:	30	30	100%
(0) Poor = Decrease in annual sales.			
(15) Fair = No significant increase or decrease in annual sales.			
(20) Average = 5-10% increase in annual sales.			
(25) Good = 11-20% increase in annual sales.			
(30) Excellent = Over 20% increase in annual sales.			
Market Competitiveness:	25	30	83%
(0) Poor = IDC Member-Owner price is highest price in the market.			
(15) Fair = IDC Member-Owner price is higher than market average.			
(20) Average = IDC Member-Owner price is average in the market.			
(25) Good = IDC Member-Owner price is best price in the market.			
(30) Excellent = IDC Member-Owner price is below the best in the market.			
Responsiveness to Market Conversion Opportunities:	25	30	83%
(0) Poor = No response to market conversion opportunities.			
(15) Fair = Limited interest and ineffective response to market conversion opportunities.			
(20) Average = Some interest and less than effective response to market conversion opportunities.			
(25) Good = Genuine interest and aggressive response to market conversion opportunities.			
(30) Excellent = Proactive interest and a "whatever-it-takes" response to market conversion opportunities.			
Marketing Plans/Sales Promotions:	0	30	0%
(0) Poor = No marketing plans or sales promotions.			
(15) Fair = Limited marketing plans or sales promotions.			
(20) Average = Some marketing plans or sales promotions.			
(25) Good = Routine marketing plans or sales promotions.			
(30) Excellent = Proactive marketing plans or sales promotions.			
Product Catalogs	25	30	83%
(0) Poor = No catalog.			
(15) Fair = Catalog available but dated.			
(20) Average = Current catalog available in print.			
(25) Good = Current catalog available in print and digital.			
(30) Excellent = Current catalog branded or co-branded with IDC-USA.			
Marketing Materials (other than catalogs)	25	30	83%
(0) Poor = No marketing materials.			
(15) Fair = Marketing materials available but dated.			
(20) Average = Marketing materials available in print.			
(25) Good = Marketing materials available in print and digital.			
(30) Excellent = Marketing materials branded or co-branded with IDC-USA or ad campaign photo shoot.			
Commitment/Participation in National Sales Account (NSA) Opportunities:	0	30	0%
(0) Poor = No commitment or participation in NSA opportunities.			
(15) Fair = Limited commitment or participation in NSA opportunities, upon request.			
(20) Average = Some commitment or participation in NSA opportunities, without request.			
(25) Good = Enthusiastic commitment or participation in NSA opportunities.			
(30) Excellent = Proactive commitment or participation in NSA opportunities.			
Sponsorship Participation:	15	30	50%
(0) Poor = No sponsorship participation.			
(15) Fair = 1 sponsorship in calendar year.			
(20) Average = 2 sponsorships in calendar year.			
(25) Good = 3-4 sponsorships in calendar year.			
(30) Excellent = 5 or more sponsorships in calendar year.			
Supplier Trade Show Participation:	25	30	83%
(0) Poor = No participation in IDC Supplier Trade Show.			
(15) Fair = Participate in IDC Supplier Trade Show.			
(20) Average = Participate in IDC Supplier Trade Show and submit registration and product request forms by registration deadline.			
(25) Good = Participate in IDC Supplier Trade Show, submit registration and product request forms by registration deadline, and participate in trade show raffle with appropriate raffle item.			
(30) Excellent = Participate in IDC Supplier Trade Show, submit registration and product request forms by registration deadline, participate in trade show raffle with appropriate raffle item and receive Best Booth Award.			
Supplier Forum Attendance:	30	30	100%
(0) Poor = No attendance.			
(15) Fair = Attend IDC Supplier Forum.			
(20) Average = Attend IDC Supplier Forum and submit registration form by registration deadline.			
(25) Good = Attendance by significant decision maker at IDC Supplier Forum and submit registration form by registration deadline.			
(30) Excellent = Attendance by significant decision maker plus other staff member(s) at IDC Supplier Forum and submit registration form by registration deadline.			

IDC-USA

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<u>Strategic Planning Meeting (SPM) Participation/Preparation:</u>	0	30	0%
(0) Poor = No participation in APR.			
(15) Fair = Participation in APR.			
(20) Average = Participation and preparation for APR.			
(25) Good = Participation with prepared agenda and action plan.			
(30) Excellent = Participation with prepared agenda, action plan, and follow-through with result reports.			
<u>Committee Involvement:</u>	0	30	0%
(0) Poor = No committee involvement.			
(15) Fair = Committee assignment, but with absenteeism.			
(20) Average = Committee assignment with perfect attendance.			
(25) Good = Committee assignment with active participation.			
(30) Excellent = Committee assignment with perfect attendance and active participation.			
<u>IDC Industrial Review Participation:</u>	15	30	50%
(0) Poor = No participation in magazine opportunity.			
(15) Fair = Ad in magazine.			
(20) Average = Half page ad in magazine.			
(25) Good = Full page ad in magazine.			
(30) Excellent = Full page cover ad or feature article in magazine.			
<u>IDC University Enrollments:</u>	0	30	0%
(0) Poor = No student enrollments.			
(15) Fair = At least 1 student enrollment in calendar year.			
(20) Average = 2-3 student enrollments.			
(25) Good = 4-5 student enrollments.			
(30) Excellent = Over 5 student enrollments or instruction of tuition class.			
<u>Authorized Distributor Recognition:</u>	0	30	0%
(0) Poor = No authorized distribution recognition.			
(15) Fair = Letter to IDC Member-Owners recognizing them as an Authorized Distributor.			
(20) Average = IDC Member-Owners provided Authorized Distributor plaque for each location.			
(25) Good = Supplier website identifies IDC Member-Owners as an Authorized Distributor.			
(30) Excellent = Supplier Website identifies IDC Member-Owners as an Authorized Distributor with link to each IDC Member-Owner website.			
<u>New Member Referral:</u>	0	30	0%
(0) Poor = No referral of new members.			
(15) Fair = No referrals, but assistance in acquiring membership.			
(20) Average = Referral and assistance in acquiring membership.			
(25) Good = Producing membership application that results in membership.			
(30) Excellent = Referral or assistance that results in two new members in a calendar year.			
<u>Fed-Ex Freight Program Participation:</u>	0	30	0%
(0) Poor = No participation in Fed-Ex Freight Program.			
(15) Fair = Inquiry of Fed-Ex Freight Program.			
(20) Average = Inquiry of Fed-Ex Freight Program, with follow-up.			
(25) Good = Freight analysis performed for program value to Supplier.			
(30) Excellent = Participation in Fed-Ex Freight Program.			
Sales & Marketing Category Total	215	510	42%
Grand Total	850	1425	60%