

1 CRITERION: CARRIER COMPLAINTS

FROM	TO	UNIT	POINTS
0	74,99	%	1
75	94,99	%	10
95	99,99	%	20
100	100	%	30

Table 1: Carrier quality scale

6 CARRIER RANKING

Status	Ranking
A	90 – 100 pts
B	80 – 89 pts
C	70 – 79 pts
D	0 – 69 pts

Table 6: Carrier ranking according to achieved points

2 CRITERION: PRICE COMPETITIVITY

PRICE COMPETITIVITY	POINTS
Carrier is not competitive	1
Carrier is rarely competitive	10
Carrier is often competitive	20
Carrier is constantly competitive	30

Table 2: Price competitiveness scale

3 CRITERION: TIMELINESS OF ARRIVAL FOR LOADING AND UNLOADING

TIMELINESS OF ARRIVAL, UNLOADING	POINTS
Carrier is often late.	1
Carrier is occasionally late.	10
Carrier is not late.	20

Table 3: Timeliness scale

4 CRITERION: RESPONSIVENESS AND FLEXIBILITY OF CARRIER

RESPONSIVENESS AND FLEXIBILITY	POINTS
Carrier is poorly responsive and inflexible	1
Carrier is decently responsive and flexible	5
Carrier is very responsive and flexible.	10

Table 4: Carrier responsiveness and flexibility scale

5 CRITERION: PAYMENT CONDITIONS OF CARRIER

FROM	TO	UNIT	POINTS
0	29	day	1
30	59	day	5
60	365	day	10

Table 5: Payment condition scale