WORKING MATERIAL 2.11 · CHAPTER 2 — THE OPERATIONAL PERSPECTIVE · SETTING: PUCÓN, CHILE

Suppliers, Laundry and Tradespeople

Source: Francesco Dore, The Helm and the Lens, Volume 9a — The Small Property, subchapter 2.11 (book page 337)

GUIDING QUESTION

If your laundry failed to come tomorrow, your plumber did not answer and your booking service raised its price, would you know whom to call instead? And by what standard did you choose the suppliers your house depends on every day?

1 · Verification Pact: market claims against the standard

Copied from the book. The last column is for your property: what holds here, and how you know it.

What is claimed	Binding?	What actually holds	In our property
Every supplier must be rated each year with a questionnaire	No	Relevant external provision must be controlled (8.1); form and frequency are the house's choice	
Outsourcing a task hands over the responsibility	No	Outsourced processes remain within the system and must be controlled (8.1)	
Suppliers must be certified	No	The harmonized structure does not require it; the house may choose it as a criterion	
Local suppliers are mandatory	No	The house sets its criteria; local sourcing can be one of them	
An online service is not a supplier	No	It is an externally provided service like any other (8.1)	
An approved-supplier list is required	Only partially true	Control is required; the list is a method of doing it	

2 · Common mistakes — a self-check

Tick each mistake you recognise in your own property, and note where it shows.

☐ Treating all suppliers alike, so the important ones are looked at as rarely as the stationery shop.

☐ Setting no criterion, and then being able only to complain about what arrives.

☐ Complaining by phone without noting date, person and promise.

☐ Never trying the emergency number before the night it is needed.

☐ Treating online services as tools, although they hold the house's data and change their terms.

☐ Deciding by origin or price instead of by criterion.

☐ Believing that outsourcing a task hands over the responsibility for it.

☐ Sending questionnaires to everyone instead of looking closely at the few that matter.

3 · A Checklist for the Owner's Suppliers

The book's checklist, with a column for your own answer.

Question	Why it matters	Our answer
Do we have a list of the suppliers a guest would notice, or on which safety, law or data depend?	Relevant external provision must be controlled (8.1)	
Does each of them have a criterion that can be checked, and does the supplier know it?	Without a criterion the house can only complain about what it receives	
Is there a substitute or an action for each one's failure?	Supplier failure is a risk to be addressed (6.1)	
Have the tradespeople's emergency numbers been tried this year?	Whether a line is answered on Sunday is otherwise discovered on the Sunday it is needed	
Could we reach our bookings if the booking service failed?	The online service holds the house's data	
Are complaints and price changes noted with a date?	Unintended changes must be reviewed (8.1)	

4 · What would show this is working

Questions drawn from the subchapter's reading of the standards and its practical application. Clause numbers in brackets point to the harmonized structure or the standard the subchapter names; where the evidence lives, and the sheets named, are this book's method, not a requirement of any standard.

Question	Where the evidence lives	Seen?
Have the relevant suppliers been selected by a stated test, out of all the house uses (8.1)?	The list of important suppliers	☐
Has each relevant supplier a checkable criterion that the supplier knows?	The criterion column; the letter or message to the supplier	☐
Has each a substitute, tested before it is needed (6.1)?	The substitute column; the date of the yearly test	☐
Has each an owner in the house and the date of the last look?	The owner and date columns	☐
Was a supplier's unintended change, such as a price rise, reviewed with a dated decision (8.1)?	A dated line on the list	☐
Can the house leave an online service without losing its data?	The monthly export, scheduled and kept	☐

> *What this sheet is not: no management-system standard prescribes this form, and filling it shows conformity with nothing. It is a working aid drawn from the book; the standards' own texts govern the real case, and legal duties are established with competent local expertise. Independent material; not affiliated with or endorsed by ISO or any certification, accreditation or scheme-owning body. The standards' own texts prevail; legal duties must be confirmed locally.*