

Performance Scorecard

Enter Supplier Name:

Enter Evaluator's Name:

INSTRUCTIONS:

The Performance Scorecard evaluates a supplier based upon six (6) areas: Technology, Quality, Support, Delivery, Business, and Economics. You will be asked to distribute 100 weight points among these six areas, and you must use all 100 points to calculate for a supplier's final score. Give more points to the areas that are more important, and less points to those that are less important.

Each Metrics page permits the input of Comments for the overall area and for each specific metric. Use the Overall Comments space to briefly summarize Supplier's performance in each area. These comments will appear on the Score Chart page as high level summaries for each area. The comments for specific metrics will not appear on a summary page, however you may print a hardcopy of each page if you would like to share the comments.

The Score Sheet is a summary of ratings from each page. The Score Chart displays the overall relationship score on a scale of 1 to 5. All scores are color coded to show status of each score, area, and total relationship: Green = meets expectations, Yellow = approaches expectations, Red = below expectations.

In each of these areas, you will be given the flexibility to customize how the supplier is evaluated based on the performance attributes listed. You may include, exclude, and/or add new attributes in each of the six areas. You determine the weight of each metric. Rate the supplier in each of the selected areas by clicking on the appropriate rating.

For each metric, you may provide a rating between Below Expectations and Well Above Expectations.

Where applicable, measure performance against documented Service Level Agreements (SLAs) and contract terms. In these cases, meeting minimum SLA or contract requirements would earn a 'Meeting Expectations' score. Otherwise, you may assess how far below or above expectations to rate the supplier.

For metrics where performance expectations are not documented, consider whether the supplier's performance is meeting your needs in those areas. If not, this is an opportunity to inform your supplier of additional expectations that will optimize the relationship.

To jump from one page to another, and to view the supplier's Score Sheet and Score Charts, you may click on the tabs below.

TECHNOLOGY Metrics

Points

Enter Weight Above for Support Metrics

Remaining points **100**

Weighted Category Score Insert Weight for TECH Metrics
Out of total Category Points

TECHNOLOGY Score
SCALE OF 1-5 Insert weight for TECH Metrics

Overall Relationship Score
0,0
Scale of 1-5

Green = Meets Expectations
Yellow = Approaches Expectations
Red = Below Expectations

Add more points in one or more of the categories

Comments

Check to include	Enter weight for each metric	Total of Weights Below = 0	Technology Qualitative Performance Metrics					Comments for each Metric	
			Below Expectations	Meeting Expectations	Well Above Expectations				
<input type="checkbox"/>			High level of management commitment for continuous innovation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input type="checkbox"/>			Has Effective technology Infrastructures (email, voice mail, etc.) Uses technology effectively	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input type="checkbox"/>			Technical Demands Met in a Timely Manner.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input type="checkbox"/>			Continuously Develops New Methods and Technologies Takes the Initiative to Provide leading-edge Technology Introduces innovative, new services and products based on new technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
<input type="checkbox"/>			Technologies are Effectively Maintained and Upgraded on a Regular Basis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Technology Quantitative Performance Metrics									
6	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

QUALITY Metrics

The adherence to agreed upon standards of the product or process

Points

Enter Weight Above for Support Metrics

Remaining points **100**

Weighted Category Score

Insert Weight for QUALITY Metrics

Out of total Category Points

QUALITY Score SCALE OF 1-5

Insert weight for QUALITY Metrics

Overall Relationship Score **0,0**

Scale of 1-5

Green = Meets Expectations
 Yellow = Approaches Expectations
 Red = Below Expectations

Overall Comments for Quality:

Comments

Total of Weights Below = 0

Check to include

Enter weight for each metric

		Quality Qualitative Performance Metrics					Comments for each Metric	
		Below Expectations	Meeting Expectations	Well Above Expectations				
1	<input type="checkbox"/>	Takes ownership of quality problems High level of organizational commitment to quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2	<input type="checkbox"/>	Ensures consistent service quality throughout process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	<input type="checkbox"/>	Continuously improves process performance Proactively suggests/initiates quality process improvements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4	<input type="checkbox"/>	Solicits and acts on feedback	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

		Quality Quantitative Performance Metrics					Comments for each Metric	
5	<input type="checkbox"/>	Specify other optional performance metric	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6	<input type="checkbox"/>	Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	<input type="checkbox"/>	Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8	<input type="checkbox"/>	Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9	<input type="checkbox"/>	Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10	<input type="checkbox"/>	Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

SUPPORT Metrics

Points		Remaining points	100	Weighted Category Score	Insert Weight for SUPPORT Metrics	SUPPORT Score SCALE OF 1-5	Insert weight for SUPPORT Metrics	Overall Relationship Score	0,0
Enter Weight Above for Support Metrics		Add more points in one or more of the categories			Out of total Category Points		Scale of 1-5		
Green = Meets Expectations Yellow = Approaches Expectations Red = Below Expectations									

Comments

	Check to include	Total of Weights Below = 0 Enter weight for each metric	Support Qualitative Performance Metrics	Below Expectations	Meeting Expectations	Well Above Expectations	Comments for each Metric
1	<input type="checkbox"/>		On-time service dependability High level of commitment to timely services and responsive support	○ ○ ○ ○ ○			
2	<input type="checkbox"/>		Informs other party of process changes/potential problems promptly	○ ○ ○ ○ ○			
3	<input type="checkbox"/>		Responds to inquiries in a timely manner	○ ○ ○ ○ ○			
4	<input type="checkbox"/>		Responds to, owns, and resolves problems in a timely manner	○ ○ ○ ○ ○			

	Check to include	Total of Weights Below = 0 Enter weight for each metric	Support Quantitative Performance Metrics	Below Expectations	Meeting Expectations	Well Above Expectations	Comments for each Metric
5	<input type="checkbox"/>		Specify other optional performance metric	○ ○ ○ ○ ○			
6	<input type="checkbox"/>			○ ○ ○ ○ ○			
7	<input type="checkbox"/>		Specify other optional performance metric	○ ○ ○ ○ ○			
8	<input type="checkbox"/>		Specify other optional performance metric	○ ○ ○ ○ ○			
9	<input type="checkbox"/>		Specify other optional performance metric	○ ○ ○ ○ ○			
10	<input type="checkbox"/>		Specify other optional performance metric	○ ○ ○ ○ ○			

DELIVERY Metrics

The delivery or manufacturing of products or services within expected delivery window

Points Remaining points 100 Weighted Category Score Insert Weight for DELIVERY Metrics DELIVERY Score SCALE OF 1-5 Insert weight for DELIVERY Metrics Overall Relationship Score 0,0 Scale of 1-5

Enter Weight Above for Support Metrics

Add more points in one or more of the categories

Green = Meets Expectations
Yellow = Approaches Expectations
Red = Below Expectations

Comments

	Check to include	Total of Weights Below = 0 Enter weight for each metric	Delivery Qualitative Performance Metrics					Comments for each Metric	
			Below Expectations	Meeting Expectations	Well Above Expectations				
1	<input type="checkbox"/>		On-time delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2	<input type="checkbox"/>		Informs other party of potential problems promptly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	<input type="checkbox"/>		Adherence to forecasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4	<input type="checkbox"/>		Demonstrates flexibility and meets special requirements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Delivery Quantitative Performance Metrics									
5	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
6	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

BUSINESS Metrics

The compatability of the two company's operating cultures

Points		Remaining points	100	Weighted Category Score	Insert weight for BUSINESS Metrics	BUSINESS Score SCALE OF 1-5	Insert weight for BUSINESS Metrics	Overall Relationship Score	0,0
Enter Weight Above for Support Metrics		Add more points in one or more of the categories			Out of total Category Points		Scale of 1-5		
<small>Green = Meets Expectations Yellow = Approaches Expectations Red = Below Expectations</small>									

Comments

Check to include	Total of Weights Below = 0	Enter weight for each metric	Business Qualitative Performance Metrics					Comments for each Metric	
			Below Expectations	Meeting Expectations	Well Above Expectations				
1	<input type="checkbox"/>		High level of commitment for long-term stability and success	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
2	<input type="checkbox"/>		Environmental, health and safety compliance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
3	<input type="checkbox"/>		Conducts business in a highly ethical manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
4	<input type="checkbox"/>		Has long-term financial growth potential	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
5	<input type="checkbox"/>		Works in collaboration with Capital One	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

Business Quantitative Performance Metrics

6	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
7	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
10	<input type="checkbox"/>		Specify other optional performance metric	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

ECONOMICS Metrics

Points		Remaining points	100	Weighted Category Score	Insert Weight for ECON Metrics	ECONOMICS Score SCALE OF 1-5	Insert weight for ECON Metrics	Overall Relationship Score	0,0
Enter Weight Above for Support Metrics		Add more points in one or more of the categories						Scale of 1-5	
Green = Meets Expectations Yellow = Approaches Expectations Red = Below Expectations									

Overall Comments for Economics Category: Comments

	Check to include	Enter weight for each metric	Economics Qualitative Performance Metrics	Below Expectations	Meeting Expectations	Well Above Expectations	Comments for each Metric
1	<input type="checkbox"/>		Shares cost breakdowns and market data	○	○	○	
2	<input type="checkbox"/>		Effective, accurate, and efficient billing process	○	○	○	
3	<input type="checkbox"/>		Frequency / Value of Cost Reductions High level of commitment to fair pricing & cost reduction	○	○	○	
4	<input type="checkbox"/>		Savings Sharing	○	○	○	
5	<input type="checkbox"/>		Value of Cost Savings	○	○	○	

	Check to include	Enter weight for each metric	Economics Quantitative Performance Metrics	Below Expectations	Meeting Expectations	Well Above Expectations	Comments for each Metric
6	<input type="checkbox"/>		Specify other optional performance metric	○	○	○	
7	<input type="checkbox"/>		Specify other optional performance metric	○	○	○	
8	<input type="checkbox"/>		Specify other optional performance metric	○	○	○	
9	<input type="checkbox"/>		Specify other optional performance metric	○	○	○	
10	<input type="checkbox"/>		Specify other optional performance metric	○	○	○	

Performance Scorecard

Score Sheet

	Score Scale 1-5	Weight (Possible Points)	Weighted Score Scale 1-100
Technology Metrics	Insert weight for TECH	Insert weight for TECH	Insert Weight for TECH Metrics
Quality Metrics	Insert weight for QUALI	Insert weight for QUALITY	Insert Weight for QUALITY Metrics
Support Metrics	Insert weight for SUPPO	Insert weight for SUPPORT	Insert Weight for SUPPORT Metrics
Delivery Metrics	Insert weight for DELIVE	Insert weight for DELIVERY	Insert Weight for DELIVERY Metrics
Business Metrics	Insert weight for BUSINE	Insert weight for BUSINESS	Insert Weight for BUSINESS Metrics
Economics Metrics	Insert weight for ECON	Insert weight for ECONOMICS	Insert Weight for ECONOMICS Metrics
Total	#ÉRTÉK!		

Color indicates status:

Green = Meets expectations

Yellow = Approaches Expectations

Red = Below Expectations

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Evaluated by:

TECHNOLOGY Performance Metrics		1-5 Score	Weight	Weighted Score
QUALITATIVE METRICS				
QUANTITATIVE METRICS				
Total Weighted Score for TECHNOLOGY Metrics		Insert weight for TECH Metrics		Insert Weight for TECH Metrics

QUALITY Performance Metrics		1-5 Score	Weight	Weighted Score
QUALITATIVE METRICS				
QUANTITATIVE METRICS				
Total Weighted Score for QUALITY Metrics		Insert weight for QUALITY Metrics		Insert Weight for QUALITY Metrics

SUPPORT Performance Metrics		1-5 Score	Weight	Weighted Score
QUALITATIVE METRICS				
QUANTITATIVE METRICS				
Total Weighted Score for SUPPORT Metrics		Insert weight for SUPPORT Metrics		Insert Weight for SUPPORT Metrics

DELIVERY Performance Metrics		1-5 Score	Weight	Weighted Score
QUALITATIVE METRICS				
QUANTITATIVE METRICS				
Total Weighted Score for DELIVERY Metrics		Insert weight for DELIVERY Metrics		Insert Weight for DELIVERY Metrics

BUSINESS Performance Metrics		1-5 Score	Weight	Weighted Score
QUALITATIVE METRICS				
QUANTITATIVE METRICS				
Total Weighted Score for BUSINESS Metrics		Insert weight for BUSINESS Metrics		Insert Weight for BUSINESS Metrics

ECONOMICS Performance Metrics		1-5 Score	Weight	Weighted Score
QUALITATIVE METRICS				
QUANTITATIVE METRICS				
Total Weighted Score for ECONOMICS Metrics		Insert weight for ECON Metrics		Insert Weight for ECONOMICS Metrics

Performance Scorecard

SRM Scorecard

Overall Score & Status:	0,0
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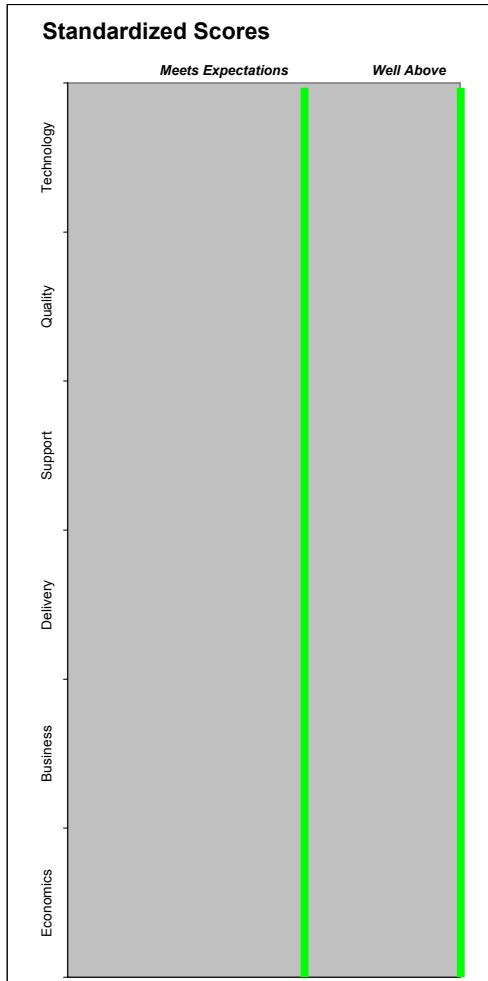
Scale of 1-5

Reviewer:

C

0

* Color indicates status:
 Green=Meets Expectations (>3)
 Yellow=Approaches Expectations (2-3)
 Red=Below Expectations (<2)



TECHNOLOGY * Weight 0,0	Comments
QUALITY * Weight 0,0	Comments
SUPPORT * Weight 0,0	Comments
DELIVERY * Category Weight 0,0	Comments
BUSINESS * Weight 0,0	Comments
ECONOMICS * Weight 0,0	Comments