Ashford Business Services Ltd

Supplier Performance Review Form

Item	Detail
Supplier legal name	Sarah Mitchell
Goods or services reviewed	Goods or services reviewed
Review period start date	9 November 2027
Review period end date	9 November 2027
Name of reviewer	Sarah Mitchell
Job title of reviewer	Office Manager
Contract or order reference	JOB-1042

1. Performance against measures

Record the agreed target and the actual result for each measure, then give a rating from 1 to 5. The rating scale is: 5 means performance consistently exceeds the requirement; 4 means it meets the requirement with some areas exceeded; 3 means it meets the requirement; 2 means it partly meets the requirement and improvement is needed; 1 means it does not meet the requirement. Base every rating on evidence, and state that evidence in the final column.

Measure	Agreed target	Actual result	Rating from 1 to 5	Evidence and comment
Quality: proportion of goods or services accepted without rework or rejection	Agreed target for quality	Actual result for quality	Rating for quality	Evidence and comment on quality as agreed at the meeting.
Delivery: proportion of orders delivered on time and in full	Agreed target for delivery	Actual result for delivery	Rating for delivery	Evidence and comment on delivery as agreed at the meeting.
Lead time: time from order to delivery against the committed lead time	10:30 am	10:30 am	10:30 am	10:30 am
Cost and invoice accuracy: invoices matching the agreed price and order	Agreed target for invoice accuracy	Actual result for invoice accuracy	Rating for invoice accuracy	Evidence and comment on invoice accuracy as agreed at the meeting.
Responsiveness: time taken to acknowledge and resolve queries and issues	Agreed target for responsiveness	Actual result for responsiveness	Rating for responsiveness	Evidence and comment on responsiveness as agreed at the meeting.
Compliance: licences, insurance, and certification kept current	Agreed target for compliance	Actual result for compliance	Rating for compliance	Evidence and comment on compliance as agreed at the meeting.
Overall performance for this review period	Agreed overall target	Actual overall result	November 2026	Evidence and comment on overall performance as agreed at the meeting.

2. Strengths and concerns

Strengths shown in this review period: November 2026.

Concerns arising in this review period: November 2026.

Effect of any concern on operations: Description of the effect of any concern on operations.

Supplier response to concerns raised: Summary of the supplier response to concerns raised as agreed at the meeting.

3. Improvement actions agreed

Action agreed	Owner	Due date	Status
Description of improvement action one as agreed at the meeting.	James Patel	23 November 2026	Status of improvement action one as agreed at the meeting.
Description of improvement action two as agreed at the meeting.	James Patel	23 November 2026	Status of improvement action two as agreed at the meeting.
Description of improvement action three as agreed at the meeting.	James Patel	23 November 2026	Status of improvement action three as agreed at the meeting.

4. Recommendation and next review

Recommendation	Selected	Reason
Continue as current supplier		Reason for continuing as current supplier as agreed at the meeting.
Continue under an improvement plan		Reason for continuing under an improvement plan as agreed at the meeting.
Escalate for formal corrective action		Reason for escalation for formal corrective action as agreed at the meeting.
Do not renew at contract end		Reason for not renewing at contract end as agreed at the meeting.

Date of next review: 9 November 2027. Date of meeting with the supplier to discuss this review: 9 November 2027.

Signatures

Role	Name	Signature	Date

Ashford Business Services Ltd

Reviewer	Sarah Mitchell	Sarah Mitchell	Sarah Mitchell
Supplier representative	Sarah Mitchell	Sarah Mitchell	Sarah Mitchell