[Company name]

How to use this document: delete this paragraph before saving, sharing, or circulating it. Every part shown in blue is yours to replace: type your own details over each blue [field] until no blue remains. Add or remove table rows to fit your needs. Then select all (Ctrl+A) and set the font colour to the same dark colour throughout. What is left is your finished document.

Supplier Scorecard

Item	Detail
Supplier legal name	[Legal name of supplier]
Goods or services scored	[Goods or services scored]
Scorecard period start date	[Scorecard period start date]
Scorecard period end date	[Scorecard period end date]
Name of evaluator	[Name of evaluator]
Contract or order reference	[Contract or order reference for this supplier]
Score for the previous scorecard period	[Score for the previous scorecard period]

1. Scoring scale

Score every criterion from 1 to 5: 5 means the supplier consistently exceeds the requirement; 4 means the requirement is met with some areas exceeded; 3 means the requirement is met; 2 means the requirement is partly met and improvement is needed; 1 means the requirement is not met. Multiply each score by its weight to give the weighted score, then add the weighted scores to give the total. A supplier that fails a mandatory gate below does not qualify on score alone, however high the total.

2. Mandatory gates

Answer each gate before scoring. A failed gate must be recorded in the actions section and escalated, even if scoring continues for record purposes.

Mandatory requirement	Passed or failed	Evidence
Required insurance held and current	[Result for the insurance gate]	[Evidence for the insurance gate]
Required licence or certification held and current	[Result for the licence or certification gate]	[Evidence for the licence or certification gate]
Sanctions and exclusion screening clear	[Result for the screening gate]	[Evidence for the screening gate]

[Company name]

No unresolved critical safety or compliance breach	[Result for the safety or compliance gate]	[Evidence for the safety or compliance gate]

3. Weighted scoring

Category and criterion	Weight	Score from 1 to 5	Weighted score	Evidence and comment
Quality: defect rate, rejection rate, and audit results	25%	[Score for quality]	[Weighted score for quality]	[Evidence and comment on quality]
Delivery: on-time delivery rate and lead time reliability	25%	[Score for delivery]	[Weighted score for delivery]	[Evidence and comment on delivery]
Cost: price competitiveness and invoice accuracy	15%	[Score for cost]	[Weighted score for cost]	[Evidence and comment on cost]
Service: responsiveness and speed of issue resolution	15%	[Score for service]	[Weighted score for service]	[Evidence and comment on service]
Risk and compliance: financial stability, certification, and data protection	20%	[Score for risk and compliance]	[Weighted score for risk and compliance]	[Evidence and comment on risk and compliance]
Total	100%	[Total score for this supplier]	[Total weighted score for this supplier]	[Comment on the total score for this supplier]

4. Score bands and action

Total score band	Meaning	Action normally taken
4.0 and above	Strong performance	Retain as preferred supplier and consider for further work.
3.0 to 3.9	Acceptable performance	Retain, with improvement actions for any criterion scored below 3.
Below 3.0	Performance requiring an improvement plan	Agree a dated improvement plan and review again within the period set in the actions section.

[Company name]

Band for this scorecard period: [Band for this scorecard period]. Change since the previous scorecard period: [Change since the previous scorecard period].

5. Agreed actions

Action agreed	Owner	Due date	Status
[Description of scorecard action one]	[Name of owner of scorecard action one]	[Due date for scorecard action one]	[Status of scorecard action one]
[Description of scorecard action two]	[Name of owner of scorecard action two]	[Due date for scorecard action two]	[Status of scorecard action two]

Date of next scorecard review: [Date of next scorecard review].

Signatures

Role	Name	Signature	Date
Evaluator	[Name of evaluator]	[Signature of evaluator]	[Date of evaluator signature]
Supplier representative	[Name of supplier representative]	[Signature of supplier representative]	[Date of supplier representative signature]