Ashford Business Services Ltd

Supplier Scorecard

Item	Detail
Supplier legal name	Sarah Mitchell
Goods or services scored	Goods or services scored
Scorecard period start date	9 November 2026
Scorecard period end date	9 November 2026
Name of evaluator	Sarah Mitchell
Contract or order reference	JOB-1042
Score for the previous scorecard period	November 2026

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
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	Evidence and comment on quality as agreed at the

			quality	meeting.
Delivery: on-time delivery rate and lead time reliability	25%	Score for delivery	Weighted score for delivery	Evidence and comment on delivery as agreed at the meeting.
Cost: price competitiveness and invoice accuracy	15%	£45.00	£45.00	£45.00
Service: responsiveness and speed of issue resolution	15%	Score for service	Weighted score for service	Evidence and comment on service as agreed at the meeting.
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 as agreed at the meeting.
Total	100%	£45.00	£45.00	£45.00

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.

Band for this scorecard period: November 2026. Change since the previous scorecard period: November 2026.

5. Agreed actions

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

Date of next scorecard review: 9 November 2027.

Signatures

Role	Name	Signature	Date

Ashford Business Services Ltd

Evaluator	Sarah Mitchell	Sarah Mitchell	Sarah Mitchell
Supplier representative	Sarah Mitchell	Sarah Mitchell	Sarah Mitchell