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Supplier Relationship Management

MANAGEMENT REPORTING PACK

June

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Supplier Balanced Scorecard

Service:
 Provider:
 2003 Spend:

Activity	Measurement	Weight	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
			Score	Comments	Score	Comments	Score	Comment	Score	Comments
Quotations										
Turn round										
Continuous Improvement										
Product/Service requirements										
Risk Management										
Total		100		RAG		RAG		RAG		RAG

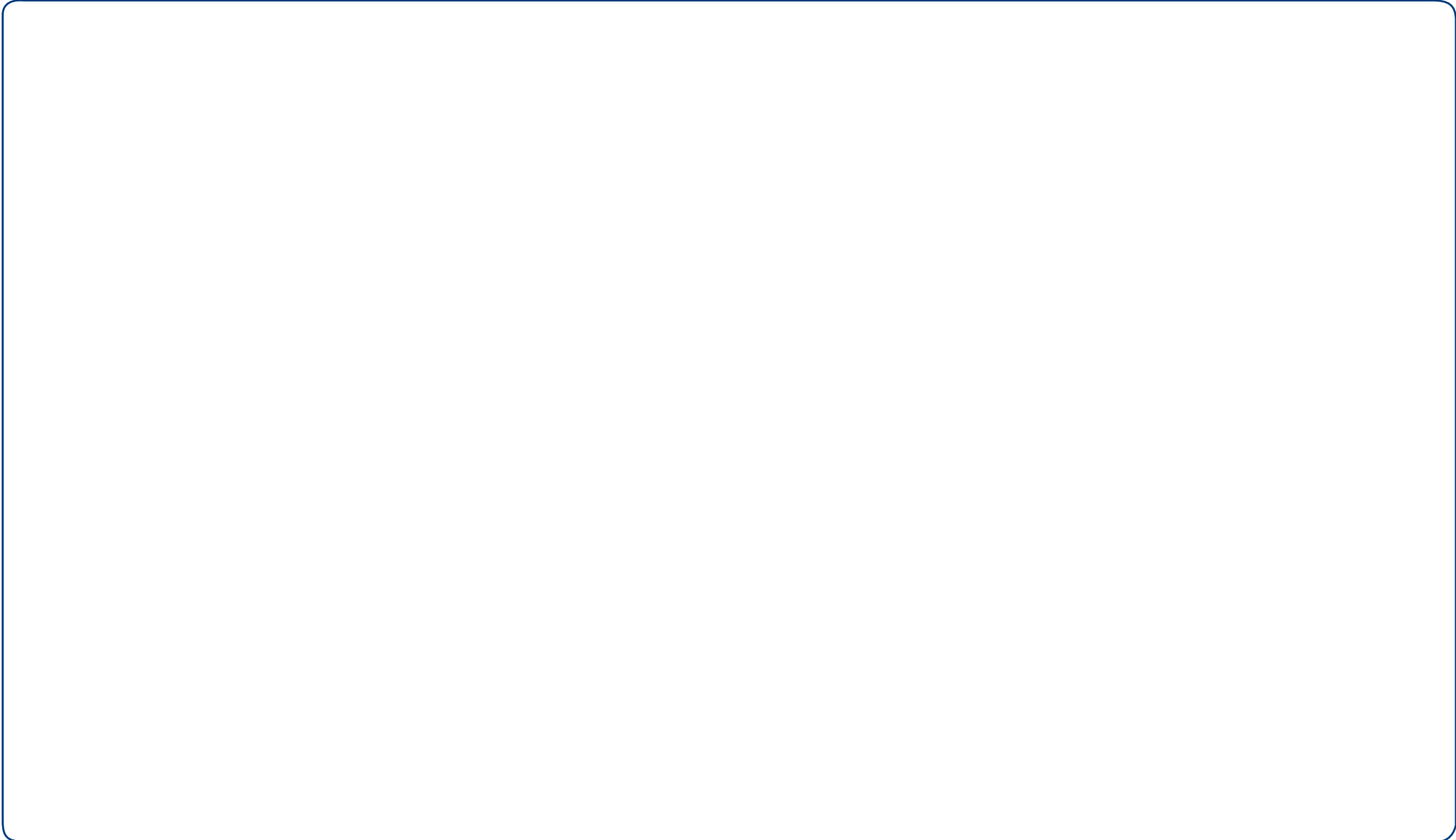
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Key Performance Indicators

			Week 1	Week 2	Week 3	Week 4	Week 5
QUOTATIONS							
1	Quotations for work supplied in less than 24 hours.	G = 100% Y = 90% R = >85%					
2	Order acknowledgement with correct account code, cost centre, order specification and confirmed delivery date.	G = 100% Y = 90% R = >85%					
3	Lead times as specified.	G = 100% Y = 90% R = >85%					
PRICING							
4	Number of jobs delivered to contracted quality standard.	G = 100% Y = 90% R = >85%					
5	Number of jobs delivered to contracted schedule.	G = 100% Y = 90% R = >85%					
6	Number of jobs delivered to contracted quantity (including cell/version breakdowns).	G = 100% Y = 90% R = >85%					
7	Accuracy of personalisation.	G = 100% Y = 90% R = >85%					
8	Accuracy of pack collation.	G = 100% Y = 90% R = >85%					
9	Accuracy of delivery service (including quality of packing, boxing and palletisation).	G = 100% Y = 90% R = >85%					
10	Invoice queries.	G = 100% Y = 90% R = >85%					

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			Week 1	Week 2	Week 3	Week 4	Week 5
	PRICING						
11	Accuracy of stock reports.	G = 100% Y = 90% R = >85%					
12	Standard MIS reports to be provided on scheduled dates/intervals.	G = 100% Y = 90% R = >85%					
13	Additional ad hoc reports to be available in less than 3 days.	G = 100% Y = 90% R = >85%					



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Service Level Agreements



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Feedback

A large, empty rounded rectangular box with a thin blue border, intended for providing feedback. The box is centered on the page and occupies most of the lower half of the image.