

Delivery Toolkit – Supplier Performance Evaluation

Project:		Project Manager:			
Date:		Page:			
Supplier:		Contract Ref:			
Required supply					
Supplier performance assessment					
Performance area	Ranking				
Project management and control	➤ Non existent or inadequate project management ➤ No evidence of formal controls in place	➤ Project manager identified ➤ Simple project plan in place, no evidence of update/use ➤ Reliance on individuals rather than process ➤ Haphazard controls	➤ Project manager and team identified ➤ Project plan in place but limited evidence of update/use ➤ Project team managed through meetings – no use of tools ➤ Inconsistent change control	➤ Project manager has formal ownership of project and team ➤ Single point of accountability for decisions ➤ Formal project management processes followed ➤ Rigorous change control	➤ Full and accountable project management process ➤ Detailed and controlled processes ➤ Full visibility of progress, issues and changes
Score					
Communications	➤ Difficult to contact or obtain a response ➤ Evidence of poor internal comms ➤ Response regularly inadequate	➤ Regular comms but often incomplete ➤ Response to queries inconsistent ➤ Reactive	➤ Fairly rapid response to queries ➤ Generally complete responses, but clarification often required	➤ Effective comms and relationships ➤ Generally pro-active and complete responses ➤ Little clarification required	➤ Excellent, open relationship ➤ Complete response to queries ➤ Pro-active and anticipates issues
Score					
Flexibility	➤ Inflexible and reliant on contract	➤ Some willingness to be flexible, but only short-term	➤ Willing to be flexible around project demands over medium term	➤ High degree of flexibility around project and contract matters	➤ Completely open and flexible – joint partnering arrangement focussed on project
Score					
Capability	➤ Inadequate capability ➤ Consistently missing critical deadlines or milestones ➤ Multiple design or production errors	➤ Poor capability ➤ Some missing of critical deadlines or milestones ➤ Design or production errors not satisfactory	➤ Satisfactory capability ➤ Almost no missing of critical milestones or deadlines ➤ Design or production errors not critical	➤ Good capability ➤ No missing of critical milestones or deadlines ➤ Virtually no design or production errors	➤ Excellent capability ➤ No missing of any project milestones or deadlines ➤ No design or production errors
Score					
Delivery	➤ Frequently capacity constrained resulting in significant schedule problems ➤ Expediting regularly required	➤ Some capacity constraints with some impact on schedule. ➤ Some expediting required	➤ Generally unconstrained and able to meet schedule ➤ Limited expediting required	➤ Regular deliveries on schedule ➤ Limited capacity to reschedule to meet project changes ➤ Little or no expediting required	➤ Established track record of deliveries ➤ Capacity to reschedule to meet project changes ➤ No expediting required
Score					

© 2009 Trish Melton



Managing Project Delivery

ISBN: 978-0-7506-8515-3

www.elsevierdirect.com

www.mimesolutions.com

IChemE
Institution of Chemical Engineers

www.icheme.org