

Supplier Performance Evaluation Checklist

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Delivery Performance

Focuses on timeliness, reliability, and accuracy of deliveries.

On-Time Delivery Rate (%)

Average Delivery Lead Time (Days)



Number of Damaged Shipments

Enter a number...

Delivery Route Optimization

- Excellent
- Good
- Fair
- Poor

Details on any significant delivery delays encountered

Write something...

Date of Last Delivery Issue

Enter date...

Responsiveness to Delivery Issues

- Very Responsive
- Responsive
- Neutral
- Unresponsive
- Very Unresponsive

Delivery Method Used (Select all that apply)

- Truckload (TL)
- Less-than-Truckload (LTL)
- Parcel
- Rail
- Air

Cost & Pricing

Evaluates pricing competitiveness, cost transparency, and any hidden charges.

Average Cost per Shipment

Percentage Variance from Quoted Price

Enter a number...

Pricing Model Transparency

- Fully Transparent
- Mostly Transparent
- Partially Transparent
- Not Transparent

Details of Any Price Increases/Decreases & Justification

Write something...

Payment Terms Flexibility

- Very Flexible
- Flexible
- Moderate
- Inflexible

Fuel Surcharges - Average Percentage

Enter a number...

Service & Communication

Assesses responsiveness, proactiveness, and overall communication quality.

Average Response Time to Inquiries (hours)

Enter a number...

Communication Method Preference

- Email
- Phone
- Portal
- Other

Summary of Communication Effectiveness (positive and negative experiences)

Write something...

Proactive Communication Regarding Delays/Issues

- Always
- Sometimes
- Rarely
- Never

Number of Escalations Required in Past Evaluation Period

Enter a number...

Specific Examples of Exceptional or Poor Communication

Write something...

Clarity of Communication

- Excellent
- Good
- Fair
- Poor

Quality & Damage Control

Examines the condition of goods upon arrival and processes for damage resolution.

Percentage of Shipments Arriving Undamaged

Enter a number...

Average Number of Damage Claims per Month

Enter a number...

Damage Reporting Process Efficiency

- Excellent
- Good
- Average
- Poor
- Very Poor

Description of any Recurring Damage Issues

Write something...

Effectiveness of Damage Prevention Measures

- Highly Effective
- Effective
- Neutral
- Ineffective
- Very Ineffective

Upload Photos/Documentation of Significant Damage Incidents (if applicable)

 Upload File

Time Taken to Resolve Damage Claims (Average in Days)

Enter a number...

Technology & Integration

Evaluates the supplier's use of technology and their ability to integrate with our systems.

EDI Capability (Electronic Data Interchange)

- Yes, Fully Implemented
- Yes, Partial Implementation
- No
- Planned

EDI Transmission Success Rate (%)

Enter a number...

API Integration Status

- Fully Integrated
- Partially Integrated
- Not Integrated
- Planned

Describe any integration challenges encountered.

Write something...

Provide API Documentation (if available)

 Upload File

Tracking System Compatibility

- Fully Compatible
- Partially Compatible
- Not Compatible

Details on data sharing protocols and security measures implemented.

Write something...

Risk Management & Compliance

Assesses the supplier's processes for managing risk and adhering to relevant regulations.

Does the supplier have a documented risk management plan?

- Yes
- No
- Not Applicable

Supplier's financial stability score (e.g., Dun & Bradstreet rating)

Enter a number...

Does the supplier have relevant insurance coverage (e.g., cargo, liability)?

- Yes
- No
- Details Required

Summary of any recent regulatory or legal issues involving the supplier.

Write something...


Is the supplier compliant with all relevant transportation regulations (e.g., DOT, Hazmat)?

Yes

No

Unsure

Upload copies of relevant compliance certifications (e.g., ISO, Customs Broker License).

 Upload File

Date of last compliance audit.

Enter date...

Sustainability & Ethical Practices

Evaluates the supplier's commitment to environmental sustainability and ethical labor practices.

Does the supplier have a documented sustainability policy?

Yes

No

Not Applicable

Briefly describe the supplier's environmental management system (e.g., ISO 14001).

Write something...

Percentage of transportation utilizing low-emission vehicles (e.g., electric, hybrid, biofuels).

Enter a number...

Which of the following ethical labor standards are adhered to?

- Fair Labor Association (FLA) membership
- SA8000 certification
- Sedex membership
- Modern Slavery Act compliance
- Code of Conduct for Suppliers
- Other (please specify in LONG_TEXT)

If 'Other' was selected for ethical standards, please specify.

Write something...

Please upload a copy of the supplier's code of conduct (if available).

 Upload File

Are regular audits conducted to ensure compliance with ethical and sustainability practices?

Yes

No

Not Applicable

Describe any corrective actions taken in response to identified sustainability or ethical concerns.

Write something...

Continuous Improvement & Innovation

Focuses on the supplier's willingness and ability to identify and implement improvements.

Describe any process improvements the supplier has implemented in the last year.

Write something...


What percentage improvement in efficiency has the supplier demonstrated in their logistics operations?

Enter a number...

Does the supplier actively solicit feedback on their performance?

- Yes
- No
- Not Applicable

Please upload any supporting documentation regarding process improvements (e.g., reports, certifications).

 Upload File

Describe any innovative solutions the supplier has proposed to optimize our logistics processes.

Write something...

Which of the following areas are the supplier actively exploring for innovation?

- Route Optimization
- Warehouse Automation
- Real-time Tracking
- Sustainability Initiatives
- None