

# Supplier Performance Evaluation Checklist

## Delivery Performance

Focuses on timeliness, reliability, and accuracy of deliveries.

### On-Time Delivery Rate (%)

### Average Delivery Lead Time (Days)

### Number of Damaged Shipments

### 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

Enter a number...

### 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