

Vendors Evaluation Matrix - Section A

Date:

Vendor:

Product/Service:

Evaluator:

Contact:

e-mail:

Telephone:

Fax

Evaluation:
0%

NA

Fill in with an "x"

Annual Evaluation

Weighing

			0,25		0,50		0,75		1	
0%	Negotiation of prices	15%	no opening to negotiate prices or increased prices		agreed to maintain prices		negotiated with satisfaction for specific situation		renegotiated with satisfaction for full year	
0%	Payment terms	5%	Setback payment conditions		improved or maintained previous payments conditions		improved with satisfaction with or without specific conditions		reached or maintained preferred payments terms for Vision Box	
0%	Personnel competence and qualification	5%	Low level of competence/qualification		Minimum acceptable competence/qualification		Personnel competences/qualifications above the average		Excellent level of personnel qualifications/competences	
0%	Customer Service	15%	Difficult to contact. Not pleasant		The customer service is satisfactory		Good customer service provided during work hours		Good customer service provided 24 hours	
0%	Global Evaluation of vendor's performance	8%	Frequent gaps in the service / product provision		Some gaps in product/service provision		Regular product/service provision		Excellent global performance	
0%	Compliance with delivery deadlines	15%	Average variation of >= 10 days		Average variation of >=5		Average variation of <5 and >=3 days		Average variation of < 3 days	
0%	Subcontracting	5%	subcontracts critical services		subcontracts more than half of services		subcontracts 1/4 of the services		has machinery compatible with the demands	
0%	Capacity	10%	shows no internal capacity to fulfil some orders		Fulfills orders overall out of time and needs intervention		Fulfills orders overall within time but with intervention		Fulfills orders overall within time and without intervention	
0%	ISO requirements: ISO9001 / ISO9120 / ISO 27001 / ISO 14001	5%	No quality / environmental / information security sytem and/or no good practices were implemented		1 ISO registrations		2 ISO registrations		3 ISO registrations	
0%	Result of the quality evaluation	7%	No adequate quality controls & practice were established		Quality controls & practice were established, but poor and inconstant		Adequate quality controls and practice established and managed with a proactive approach		Effective quality controls and practice, complemented with adequate quality assurance and management practice	
0%	NC detected during product/service provision	10%	> 8% of the product/service provision evidenced a NC		<=8% of the product provision evidenced a NC		<=5% of the product/service provision evidenced a NC		<=2% detected during product/service provision	

0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK
0	0	0	0	OK

* If not applicable score 1

>2 Exclusão

0

0

0

0

0

Observations:

Information to the Vendor

Therefore we proceeded with the evaluation of your performance and we had reached the following results:

		Maximum score possible:
Negotiation of prices	0%	15%
Payment terms	0%	5%
Personnel competence and qualification	0%	5%
Customer Service	0%	15%
Global Evaluation of vendor's performance	0%	8%
Compliance with delivery deadlines	0%	15%
Subcontracting	0%	5%
Capacity	0%	10%
ISO requirements: ISO9001 / ISO9120 / ISO 27001 / ISO 14001	0%	5%
Result of the quality evaluation	0%	7%
NC detected during product/service provision	0%	10%
TOTAL	0%	100%

As a result of this evaluation we suggest the improvement of the following aspects: