

KPI Vendor Scorecard

Vendor Information

- Vendor Name: _____
- KPI Reporting Period: _____

KPI Evaluation

KPI	Target	Actual	Score (1-5)	Comments
Delivery Accuracy	____%	____%	____	Timely and complete deliveries
Defect-Free Rate	____%	____%	____	Zero-error delivery
Cost Variance	____%	____%	____	Percentage of cost deviation
Customer Satisfaction	____ Score	____ Score	____	Client-reported satisfaction levels
Response Time to Queries	____ Hours	____ Hours	____	Efficiency in resolving issues
Contract Compliance	____%	____%	____	Adherence to SLA and agreement terms
Innovation in Solutions	____ Instances	____ Instances	____	Value-added services provided

Overall KPI Score: _____

KPI Insights

- Exceeded Expectations:

- Requires Improvement:
