

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:**
