### **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:**