



Name of Supplier: _____

Purchase Order No: _____

5=Outstanding 4=Exceeds Expectation 3=Meets Expectation 2=Needs Improvement 1=Unacceptable
0=Option is not applicable

Customer satisfaction (whether they have effective procedures to monitor customer satisfaction). Quality of their product, processes, systems, facilities and staff. The following will be used to determine quality standards of organisations by user departments:

Capacity; Competencies & Cost

Quality of the Product/ Service	5	4	3	2	1	0
Timeous Response	5	4	3	2	1	0
Compliance with the Specifications	5	4	3	2	1	0
Market Related Prices	5	4	3	2	1	0
Problem-solving; Advises and Recommendations	5	4	3	2	1	0

Commitment

Packaging	5	4	3	2	1	0
Method of delivery	5	4	3	2	1	0
Correct Delivery Notes	5	4	3	2	1	0
Correct Invoices	5	4	3	2	1	0
Ability to meet requirements for on-time deliveries/ Services	5	4	3	2	1	0

After Service Transactions

Warranty; Repair or Replacement	5	4	3	2	1	0
Responsiveness after service or goods delivery	5	4	3	2	1	0
Communication from Supplier	5	4	3	2	1	0
Reliability (Consistency)	5	4	3	2	1	0

COMMENTS

Title; Initial & Surname: _____ Signature _____

Department: _____ Date: _____