

PART 1 - TO BE COMPLETED BY EVALUATOR

Evaluator Name:	Evaluator Appointment:	Evaluation Period:
Vendor Name:	Type of Services Provided By Vendor:	Vendor Type: Supplier / Contractor *

A. EVALUATION TABLE (Please refer to evaluation guidelines provided and record your score of 1 to 3 below)

Item	CRITERIA		Poor	Satisfaction	Good	SCORE
	Supplier *	Contractor *				
A1.	Quality of Product	Quality of Work	1	2	3	
A2.	Delivery Performance	Completion on Time	1	2	3	
A3.	After Sales Service	Responsiveness	1	2	3	

* Delete where applicable

TOTAL SCORE: _____

B. PERFORMANCE RATING CALCULATION

Rules: Vendor attaining Grade D status shall be blacklisted and be issued with a Non-Conformance Report (NCR) requiring the vendor to upgrade their performance standard within a probationary period of THREE (3) months. After this probationary period, a performance re-evaluation shall be activated to reassess the capability of the vendor. After the re-evaluation, if vendor attains Grade C status and above, the blacklisting shall be removed and the services of the vendor can then be used. If vendor again attains Grade D status, the services of the vendor shall be suspended pending appeal to MD for another performance re-evaluation or possible services termination.

Total Score	Performance Rating	Grade	Please Tick
8 - 9	Exceeds Requirements	A	
6 - 7	Meets Requirements	B	
4 - 5	Needs Improvement	C	
3	Fail	D	

C. COMMENT ON PERFORMANCE OF VENDOR BY EVALUATOR

Signature:

Name of Evaluator:

Appointment:

Date:

PART 2 - TO BE COMPLETED BY PURCHASING EXECUTIVE, CONTRACTS MANAGER & MANAGING DIRECTOR

Comment by CM: _____ Comment by MD: _____

Prepared by:	Verified by:	Approved by:	Recorded by:
Signature:	Signature:	Signature:	Signature:
Name:	Name:	Name:	Name:
Appointment: PURE	Appointment: CM	Appointment: MD	Appointment: DC
Date:	Date:	Date:	Date:

MCC TECHNIQUE SDN. BHD.	CONTRACTS DEPARTMENT	Issue No.: 1	Document Effective Date: 01 Jun 2020	Page 2 of 2
	Vendor Performance Evaluation Form	Revision No.: 1		Document Ref: CD-REC-VPEF

Guidelines For Vendor Performance Evaluation

Vendor: Suppliers		Supply companies that provide goods, materials, components, equipment and spare parts primarily for use on company's operations, projects, store houses, etc.			
Item	Criteria	Poor	Satisfactory	Good	Rating Basis
A1.	Quality of Product	Poor quality - cannot withstand its required performance, damage, defective, evidence of old stock, label peel off, missing parts, bogus item, shortage, wrong size, cannot function well, parts broke off during use, received our NCR, etc.	Meets material specification - model, rating, material used, functionality of the material meets the required specification, will not break easily, etc.	Meets material specification with additional features - better model given, has better material used, no increase in price, higher rating, has good track record of quality, etc.	Quality of product provided and inspected over past 12 months period meets material specifications.
A2.	Delivery Performance	Unable to meet the required delivery time or fails to deliver on time.	Able to meet the required delivery date.	Able to deliver much earlier than the required delivery date or grants immediate delivery when required.	Delivery performance over past 12 months period meets the required delivery dateline.
A3.	After Sales Service	Slow to response to service call, no after sales team to give further support, inability to rectify defective material in good time, unable to contact person in charge during urgent need, too many red tape before complaints reach the PIC, etc.	Able to provide normal response to after sales service request, PIC is contactable and response accordingly.	Have a strong after sales service team to service 24/7, quick solution given to resolve after sales product issue.	After sales service provided over 12 months period meets requirements.

Vendor: Contractors		Contracting companies that includes sub-contractor, professional and testing engineer, consultant, specialist service provider, calibration companies, etc.)			
Item	Criteria	Poor	Satisfactory	Good	Rating Basis
A1.	Quality of Service	Poor service - work quality does not meet required specifications, work done has defects, no emphasis given to work safety, does not follow work instructions, need supervision to ensure work done correctly, poor in work documentation, work carried out by unqualified workers, work done has lots of defects, received our NCR, etc.	Level of service conducted within the required professional expectation, adhere to safety requirement, conform to good QAQC inspection and testing, work done properly by competent worker by making good and with satisfactory result, etc.	Level of service is above expectation including high quality of work done, high emphasis given on work safety issues, has good ISO quality management system, good project implementation documentation, QAQC inspections and testing conducted with good results, etc.	Services rendered over 12 months period.
A2.	Completion on Time	Work time completion is below expectation - not meeting dateline given, always delay in work done, workers are slow to carry out their work, etc.	Ability to complete work on time in accordance to the required dateline - have indication to show keen interests in getting the job done on time, etc.	Assigned works had been completed ahead of time - has the resources and means to complete all assign works in early time, have good time management on early work implementation and completion.	Service time completion over 12 months period.
A3.	Responsiveness	Slow to response - need to make lots of call to chase for a response, does not have own customer service team to attend to service request, slow to provide quotation, etc.	Normal response to call for service - able to meet service request according to the time required, has good customer service team to attend to service requests, etc.	Provide an immediate and proactive response - have a ready 24/7 service team to attend to urgent service request, attends to quotation request fast, etc.	Service response to service request over 12 months period.