



## **Diamond Excellence Vendor Evaluation Instructions**

### **Customer Service:**

(Pull a minimum of 20 purchase orders to review for average business days it took the vendor to confirm the order, provide ship date, and provide tracking number.)

- **15** – 0-1 day
- **10** – 2 days
- **5** – 3 days
- **0** – over 3 days

### **On-Time Delivery:**

(Pull a minimum of 20 purchase orders to review for percentage of how many orders were shipped on or before the provided lead time)

- **15** – 95-100%
- **10** – 85-94%
- **5** – 75-84%
- **0** – below 84%

### **Trace/Certs: Bonds for missing and/or incorrect certs**

(% of total purchase orders)

- **15** – 0-5%
- **10** – 5.01-7 %
- **5** – 7.01-11 %
- **0** – over 11%

### **Price:**

- **15** – Always has the best price for anything other than OEM new, no AOG fees, no fees for critical same day shipping
- **10** – Generally has the best price or will at least try to match or beat the current best price. OEM or direct distributor offers rebate program.
- **5** – Generally more expensive than everyone else and doesn't care to match or beat best. Base score for OEM or direct distributor.
- **0** – Always the most expensive and will not budge

### **Quality: Bonds for parts rejected due to damage, failed testing, and/or wrong part shipped**

(% of total purchase orders)

- **15** – 0-5%
- **10** – 5.01-6%
- **5** – 6.01-7%
- **0** – over 7%

### **Returns: Average days to provide RMA/solution for bonded items**

- **15** – 0-1 day
- **10** – 2-3 days
- **5** – 4-5 days
- **0** – over 5 days

\*Vendor must score 85 or above to be considered a Diamond Excellence Vendor.

\*Must have placed at least 20 purchase orders to be eligible.



## Diamond Excellence Vendor Status Request Form

Purchasing:

Date: \_\_\_\_\_

Requestor's Name: \_\_\_\_\_

Vendor Name: \_\_\_\_\_ Vendor Code: \_\_\_\_\_

### VENDOR SCORECARD

CATEGORY	PERFECT	YOUR SCORE	COMMENTS
Customer Service	15		
On-Time Delivery	15		
Trace/Certs	15		
Price	15		
Quality	15		
Returns	15		
Total	90		

Approval Date: \_\_\_\_\_ Database Status Notification Date: \_\_\_\_\_

Certificate Date: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

### If approval declined:

Reason for decline: \_\_\_\_\_

Purchasing Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Executive Vice President of Supply Chain Management Signature: \_\_\_\_\_ Date: \_\_\_\_\_