

Supplier Scorecard

Supplier Name: ABC Travel
Review Period: Q1- 2005
Procurement Manager: Suzy Queue
Total Score: 2.66 of 4.00

Rating
0 = Minimum Requirements Not Met
1 = Meets Minimum Requirements
2 = Exceeds Minimum Requirements
3 = Meets Stretch Requirements
4 = Exceeds Stretch Requirements

Category	Performance	Rating	Weighting	Score
Cost Reduction: Minimum: 6% reduction in overall travel costs Stretch: 19% reduction by obtaining 50% online booking participation	Overall travel costs were reduced by 7.5% Online booking tool was not implemented	2	15.00%	0.30
Customer Service: Minimum: Calls to travel desk answered within three rings 98% Stretch: Calls answered and transaction completed on first call 80%	Calls answered within three rings 99.2% Transactions completed 91%	4	20.00%	0.80
Transaction Accuracy: Minimum: 100% transactions accurately booked Stretch: 90% booked at lowest cost with preferred airline suppliers	100% accurately booked 96% booked according to preferred suppliers	4	20.00%	0.80
Continuous Improvement: Minimum: Implementation of online booking tool Stretch: Booking tool and new key city hotel agreement	Tool will not be implemented until Q2 Negotiations in progress but not completed	0	10.00%	0.00
Supplier Diversity: Minimum: Tier two spend of 15% with certified M/WBE suppliers Stretch: Tier two spend of 20% with more than three certified M/WBE suppliers	Tier two spend in Q1 15.2% Spend of 15.2% is with two suppliers	2	7.00%	0.14

Strategic Partnership:		3	10.00%	0.30
Minimum: Identify two key contributors to savings and/or service levels and strategy to improve	Proposed program changes for preferred hotels and restructure of travel desk			
Stretch: Collaborate on benchmark study of travel policy and recommend changes	Completed benchmark study and drafted new corporate policy			
Emergency Services:		4	8.00%	0.32
Minimum: Alternate arrangements made within two hours of initial call	Average time to alternate arrangements: 42 minutes			
Stretch: Ripple effect arrangements made (ground transport, luggage, hotel, etc.) 98%	Ripple arrangements made 100%			
Technology Utilization:		0	10.00%	0.00
Minimum: Online booking tool tailored to company travel policy	Booking tool will not be completed until Q2			
Stretch: Online reports by business unit	Reports to follow tool implementation			
Total Score:			100.00%	2.66