

Vendor Performance Scorecard

Quarterly Vendor Evaluation Template

Vendor Name:

Enter vendor name

Review Period:

Q1 2025

Reviewer:

Enter your name

Review Date:

MM/DD/YYYY

Category	Metric	Weight	Target	Actual	Score (1-5)	Comments
Performance	SLA adherence	25%	98%	96%	4	Enter comments
Performance	Avg resolution time	15%	<4 hours	3.5 hours	5	Enter comments
Financial	Budget variance	15%	<5%	3%	5	Enter comments
Financial	Invoice accuracy	5%	100%	98%	4	Enter comments
Relationship	Stakeholder satisfaction	15%	4.5/5	4.6/5	5	Enter comments
Relationship	Communication quality	5%	4/5	4.2/5	5	Enter comments
Compliance	Audit compliance	10%	100%	100%	5	Enter comments
Compliance	Security incidents	5%	0	0	5	Enter comments
Innovation	Initiatives proposed	5%	3	2	3	Enter comments
Overall Weighted Score		100%			4.5	Strong performance overall

Scoring Guide

- 5 - Exceeds Expectations:** Significantly outperforms targets and demonstrates exceptional value
- 4 - Meets Expectations:** Consistently meets or slightly exceeds agreed-upon targets
- 3 - Acceptable:** Meets expectations with minor gaps or occasional misses
- 2 - Below Expectations:** Frequently misses targets; requires improvement plan
- 1 - Unsatisfactory:** Significantly below expectations; consider replacement

Additional Notes & Action Items

Enter overall assessment, key strengths, areas for improvement, and action items for next quarter...