Supplier Performance Measurement Criteria 2025

SLA & Scorecard Benefits

SLA:

Clear expectations

Better Communication

Customer Confidence

Business Continuity

Relationship Building

Scorecard:

Performance Management

Highlight Risks

Enhanced Supplier Relationship

Cost control

Continuous Improvements

Working together to ensure improve service, maintain Quality, reduce costs, Leadtime, all of which benefit the end customer.

Then in turn potentially more business in the future from a satisfied customer.

Supplier Performance Measurement Summary

	Points Breakdown	Total Points Awarded
Quality	Batch Rejected (30)	30
Cost	Cost Reduction/ Competitiveness (30)	30
Delivery	Late deliveries (30)	30
Flexibility	Stock Holding (5) Responsiveness (5)	10
	Total	**100**

Quality

(Quality 30 points available)

- ID – Scoring will be based on the number of line items received in the given month. The %age score of items received RFT (right first time) will be measured and scored according to the table.
- Issue affecting RFT score: part rejections, documentation issues, quantity issues.
  - Part rejections
    - Physical issues, incorrect part, incorrect size, incorrect type, burrs, cosmetic defects, short/expired shelf life, etc
    - Documentation issues where the issue cannot be resolved
  - Documentation issues –
    - Missing CofCs
    - Relevant data missing from CofCs (PO No, batch Nos, expiry dates, etc)
    - Traceability paperwork, not fully traceable, material certs missing
    - FAIRs incomplete
  - Quantity Issues
    - Under ship
    - Over ship
    - Incorrect volume size, ie 5L instead of 1L

Quality		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Cost

Cost (30 points available)

Cost reduction activity measured by supplier generated savings
Competitiveness based on industry benchmark

30	⟷	**Strategic Partner** – best in class, long term agreement
20	⟷	Competitive costs with some cost down ideas
15	⟷	Frequent, viable cost down ideas
10	⟷	Some viable cost down ideas
0	⟷	No cost down ideas

Cost		Score
		30
		20
		15
		10
		0

Delivery

Delivery (30 points available)

Delivery Performance measured on the number of late to Promise date

Delivery		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Flexibility

Flexibility (10 points available)

Flexibility		Score
		10
	>	8
	>	6
	<	4
		0

Stock Holding (5 Points available)

Measured by availability of Supplier Buffer/Pipeline stock as follows:

Stock Holding	Points
Agreed level of Buffer stock in place and communicated	5
No buffer stock in place. Action plan in place to meet level of buffer stock within an acceptable time period	3
Some buffer stocking place. No agreement on an action plan to meet agreed level of buffer stock within an acceptable time period	2
No action plan in place to meet agreed level of buffer stock within an acceptable time period.	0

* Level of stockholding must be communicated to Spring Solutions on a monthly basis or no point will be awarded

Responsiveness (5 points available)

Supplier responsiveness to change Production/ Forecast and reaction to quality issues

Responsiveness	Points
Supplier always responds to requirements exceeding expectations within an acceptable time frame	5
Supplier always responds to requirements reasonably within an acceptable time frame	3
Fails to respond to requirements within an acceptable time frame	0

Conro Scorecard

Supplier Scorecard Conro	May	Jun	July	Aug	Sept
Quality	97.6%	95.7%	100.0%	100.0%	100.0%
Cost	75.0%	75.0%	75.0%	75.0%	75.0%
Delivery	70.7%	47.8%	86.2%	96.0%	93.9%
Flexibility	50.0%	50.0%	50.0%	50.0%	50.0%

Supplier Scorecard Conro	May	Jun	July	Aug	Sept
Quality	20	15	30	30	30
Cost	20	20	20	20	20
Delivery	0	0	0	15	10
Flexibility	5	5	5	5	5
Total	**45**	**40**	**55**	**70**	**65**

Quality		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Cost		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Delivery		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Flexibility		Score
		10
	>	8
	>	6
	<	4
		0

SDG Scorecard

Supplier Scorecard SDG	May	Jun	July	Aug	Sept
Quality	100.0%	100.0%	82.4%	81.8%	91.3%
Cost	75.0%	75.0%	75.0%	75.0%	75.0%
Delivery	33.3%	50.0%	58.8%	63.6%	87.0%
Flexibility	50.0%	50.0%	50.0%	50.0%	50.0%

Supplier Scorecard SDG	May	Jun	July	Aug	Sept
Quality	30	30	0	0	10
Cost	20	20	20	20	20
Delivery	0	0	0	0	0
Flexibility	5	5	5	5	5
Total	**55**	**55**	**25**	**25**	**35**

Quality		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Cost		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Delivery		Score
	>99%	30
	97	20
	95	15
	90	10
	<90%	0

Flexibility		Score
		10
	>	8
	>	6
	<	4
		0

Sample Supplier League Table

League Table Position 2025											
Positio	Supplier	SupplierType	Commodity	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1	VJ - Volume & Spend - MFR	Manufacturer	Hardware	25	85	85	25	85			
2	Ellsworth - Spend - MFR/Dist	Manufacturer	Chem/Cons	55	55	55	85	85			
3	Fine Cal	Manufacturer	Chem/Cons	85	45	55	25	85			
4	Omser	Distributor	Chem/Cons	85	85	85	55	85			
5	Intertronics	Distributor	Chem/Cons	85	55	85	85	85			
6	JP Aerocom Ltd	Distributor	Hardware	40	40	55	85	85			
7	Technifast Ltd	Manufacturer	Hardware	85	85	85	85	85			
8	Apex Stainless Fasteners Ltd	Distributor	Hardware	55	85	85	85	85			
9	Conro - Volume & Spend - Dist	Distributor	Chem/Cons	45	40	55	70	65			
10	Steadfast - Volume & Spend - MFR & Distr	Manufacturer	Hardware	35	25	70	35	55			
11	Smartscrew - Volume & Spend - MFR	Manufacturer	Hardware	25	25	35	35	55			
12	Russell Gauges - Volume & Spend - MFR	Manufacturer	Hardware	55	85	55	25	55			
13	Hitek - Spend - MFR & Dist	Manufacturer	Hardware	25	55	55	35	55			
14	Precision Technology Supplies	Distributor	Hardware	65	80	25	40	55			
15	Greentree - Spend - MFR/Dist	Manufacturer	Chem/Cons	85	65	55	85	55			
16	PPG	Manufacturer	Chem/Cons	85	85	55	55	55			
17	Boeing Distribution Services Inc	Distributor	Hardware	25	25	25	55	55			
18	Silmid	Distributor	Chem/Cons	65	85	55	55	55			
19	SDG - Volume & Spend - MFR	Manufacturer	Hardware	55	55	25	25	35			
20	Rayfast - Spend - MFR/Dist	Manufacturer	Chem/Cons	85	85	85	25	25			

Green = >90 points
Amber =66 to 89 points
Red =<65 points

2nd Qtr Ave	3rd Qtr Ave	4th Qtr Ave
1st Half Ave		2nd Half Ave

Hardware Supplier League Table

SPRING SOLUTIONS

League Table Position 2025

Positio	Supplier	SupplierTyp	Commodity	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1	VJ - Volume & Spend - MFR	Manufacturer	Hardware	25	85	85	25	85			
2	JP Aerocom Ltd	Distributor	Hardware	40	40	55	85	85			
3	Technifast Ltd	Manufacturer	Hardware	85	85	85	85	85			
4	Apex Stainless Fasteners Ltd	Distributor	Hardware	55	85	85	85	85			
5	Steadfast - Volume & Spend - MFR & Distr	Manufacturer	Hardware	35	25	70	35	55			
6	Smartscrew - Volume & Spend - MFR	Manufacturer	Hardware	25	25	35	35	55			
7	Russell Gauges - Volume & Spend - MFR	Manufacturer	Hardware	55	85	55	25	55			
8	Hitek - Spend - MFR & Dist	Manufacturer	Hardware	25	55	55	35	55			
9	Boeing Distribution Services Inc	Distributor	Hardware	25	25	25	55	55			
11	Precision Technology Supplies	Distributor	Hardware	65	80	25	40	55			
10	SDG - Volume & Spend - MFR	Manufacturer	Hardware	55	55	25	25	35			

2nd Qtr Ave	
1st Half Ave	

3rd Qtr Ave	

4th Qtr Ave	
2nd Half Ave	

Green = >90 points

Amber =66 to 89 points

Red =<65 points

Chemical/Distribution Supplier League Table

League Table Position 2025

Positio	Supplier	SupplierType	Commodity	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1	Ellsworth - Spend - MFR/Dist	Manufacturer	Chem/Cons	55	55	55	85	85			
2	Fine Cal	Manufacturer	Chem/Cons	85	45	55	25	85			
3	Omser	Distributor	Chem/Cons	85	85	85	55	85			
4	Intertronics	Distributor	Chem/Cons	85	55	85	85	85			
5	Conro - Volume & Spend - Dist	Distributor	Chem/Cons	45	40	55	70	65			
6	Greentree - Spend - MFR/Dist	Manufacturer	Chem/Cons	85	65	55	85	55			
7	PPG	Manufacturer	Chem/Cons	85	85	55	55	55			
8	Silmid	Distributor	Chem/Cons	65	85	55	55	55			
9	Rayfast - Spend - MFR/Dist	Distributor	Chem/Cons	85	85	85	25	25			

2nd Qtr Ave	
1st Half Ave	

3rd Qtr Ave	

4th Qtr Ave	
2nd Half Ave	

Green = >90 points

Amber =66 to 89 points

Red =<65 points

SPRING SOLUTIONS

League Table Position 2025

Position	Supplier	SupplierType	Commodity	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1		Manufacturer	Hardware	25	85	85	25	85			
2		Manufacturer	Chem/Cons	55	55	55	85	85			
3		Manufacturer	Chem/Cons	85	45	55	25	85			
4		Distributor	Chem/Cons	85	85	85	55	85			
5		Distributor	Chem/Cons	85	55	85	85	85			
6		Distributor	Hardware	40	40	55	85	85			
7		Manufacturer	Hardware	85	85	85	85	85			
8		Distributor	Hardware	55	85	85	85	85			
9	Conro - Volume & Spend - Dist	Distributor	Chem/Cons	45	40	55	70	65			
10		Manufacturer	Hardware	35	25	70	35	55			
11		Manufacturer	Hardware	25	25	35	35	55			
12		Manufacturer	Hardware	55	85	55	25	55			
13		Manufacturer	Hardware	25	55	55	35	55			
14		Distributor	Hardware	65	80	25	40	55			
15		Manufacturer	Chem/Cons	85	65	55	85	55			
16		Manufacturer	Chem/Cons	85	85	55	55	55			
17		Distributor	Hardware	25	25	25	55	55			
18		Distributor	Chem/Cons	65	85	55	55	55			
19	SDG - Volume & Spend - MFR	Manufacturer	Hardware	55	55	25	25	35			
20		Manufacturer	Chem/Cons	85	85	85	25	25			

SPRING SOLUTIONS

League Table Position 2025

Position	Supplier	SupplierType	Commodity	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1		Manufacturer	Hardware	25	85	85	25	85			
2		Distributor	Hardware	40	40	55	85	85			
3		Manufacturer	Hardware	85	85	85	85	85			
4		Distributor	Hardware	55	85	85	85	85			
5		Manufacturer	Hardware	35	25	70	35	55			
6		Manufacturer	Hardware	25	25	35	35	55			
7		Manufacturer	Hardware	55	85	55	25	55			
8		Manufacturer	Hardware	25	55	55	35	55			
9		Distributor	Hardware	25	25	25	55	55			
11		Distributor	Hardware	65	80	25	40	55			
10	SDG - Volume & Spend - MFR	Manufacturer	Hardware	55	55	25	25	35			

					2nd Qtr Ave			3rd Qtr Ave		4th Qtr Ave	
	Green = >90 points				1st Half Ave					2nd Half Ave	Overall Ave
	Amber =66 to 89 points										
	Red =<65 points										

SPRING SOLUTIONS

League Table Position 2025

Position	Supplier	SupplierType	Commodity	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
1		Manufacturer	Chem/Cons	55	55	55	85	85			
2		Manufacturer	Chem/Cons	85	45	55	25	85			
3		Distributor	Chem/Cons	85	85	85	55	85			
4		Distributor	Chem/Cons	85	55	85	85	85			
5	Conro - Volume & Spend - Dist	Distributor	Chem/Cons	45	40	55	70	65			
6		Manufacturer	Chem/Cons	85	65	55	85	55			
7		Manufacturer	Chem/Cons	85	85	55	55	55			
8		Distributor	Chem/Cons	65	85	55	55	55			
9		Distributor	Chem/Cons	85	85	85	25	25			

					2nd Qtr Ave			3rd Qtr Ave			4th Qtr Ave		
	Green = >90 points				1st Half Ave						2nd Half Ave		Overall Ave
	Amber =66 to 89 points												
	Red =<65 points												