

Contract Management Official Checklist: Supplier Yearly Performance Review

Purpose:

This checklist provides a standardized framework for assessing supplier performance on an annual basis. It is aligned with the **12 Key Performance Indicators (KPIs)**, developed in line with Fiji's legal and regulatory framework, and integrates evidence gathered from the **Supplier Evaluation Questionnaire** and ongoing contract management activities.

Supplier & Contract Information

Supplier Name:	
Tender Number:	
Review Period:	From _____ To _____
Date of Review:	

Scoring Scale

5 – Excellent: Consistently exceeds expectations; demonstrates best practices.

4 – Good: Reliably meets all requirements.

3 – Satisfactory: Meets minimum requirements with occasional minor issues.

2 – Needs Improvement: Repeated shortfalls causing moderate disruptions.

1 – Unsatisfactory: Frequent or major failures causing significant impact.

N/A – Not Applicable

Performance Evaluation by KPI

KPI 1: On-Time Delivery Rate		
		Score: ____/5
Evidence & Comments	On-Time Deliveries	
	Frequency of uncommunicated delays	
Checklist	Proactive communication of potential delays	
	Documented delivery timeline management process	
KPI 2: Quality of Goods/Services/Works		
		Score: ____/5
Evidence & Comments	Defect/Rejection Rate	
	Number of quality-related complaints	
Checklist	Documented inspection & testing procedure	
	Defined acceptance/rejection criteria	
	Formal complaint handling process	
	Corrective & preventative action procedures	
KPI 3: Compliance with Tender Specifications		
		Score: ____/5
Evidence & Comments	Non-approved deviations	
Checklist	Contract review process to ensure full understanding of requirements	
	Clear points of contact and communication mechanisms	
KPI 4: Cost Management and Control		
		Score: ____/5
Evidence & Comments	Unexpected cost increases	
Checklist	Transparent and timely financial reporting	
	Evidence of financial stability	
KPI 5: Health and Safety Compliance		
		Score: ____/5
Evidence & Comments	Recordable incidents	
Checklist	Accredited H&S program (e.g., ISO 45001)	
	Written Health & Safety policy	
	Emergency readiness and investigation procedures	
	Relevant staff training	
KPI 6: Communication and Responsiveness		
		Score: ____/5
Evidence & Comments	Average response time	
Checklist	Clear points of contact for quality, technical, and accounts	
	Effective customer interface mechanisms	
	Proactive issue and progress reporting	

KPI 7: Reporting and Documentation Accuracy		
		Score: ____/5
Evidence & Comments	Number of late/inaccurate reports	
Checklist	Controlled records management system	
	Consistent, timely, error-free submissions	
KPI 8: Adherence to Ethical Standards		
		Score: ____/5
Evidence & Comments	Record of ethical concerns, breaches, or misconduct	
Checklist	Safeguards for IP and use of NDAs	
	NDAs with employees/foreign nationals	
	No record of unethical practices	
KPI 9: Innovation and Continuous Improvement		
		Score: ____/5
Evidence & Comments	Improvement initiatives	
Checklist	Corrective/preventative action procedures	
	Evidence of continuous improvement culture	
KPI 10: Local and SME Engagement		
		Score: ____/5
Evidence & Comments	% Spend with local SMEs	
Checklist	Policy or evidence of engaging local SMEs	
KPI 11: Environmental and Social Responsibility		
		Score: ____/5
Evidence & Comments	Sustainability practices, certifications, and social initiatives	
Checklist	Relevant environmental certifications	
	Demonstrated sustainable practices	
KPI 12: Post-Contract Support and Warranty Performance		
		Score: ____/5
Evidence & Comments	Avg. resolution time for warranty claims	
Checklist	Meets all servicing obligations	
	Effective customer complaint procedure	

Overall Performance Summary

KPI	Score (1–5)	Notes
1 - On-Time Delivery		
2 - Quality of Goods/Services/Works		
3 - Compliance with Tender Specs		
4 - Cost Management		
5 - Health & Safety Compliance		
6 - Communication & Responsiveness		
7 - Reporting & Documentation		
8 - Ethical Standards		
9 - Innovation & Improvement		
10 - Local & SME Engagement		
11 -Environmental & Social Responsibility		
12 - Post-Contract Support		
TOTAL OVERALL		

Key Strengths:

1. _____

2. _____

3. _____

Areas for Improvement:

1. _____

2. _____

3. _____

Recommendation

- ☐ Preferred Supplier – Continue
- ☐ Corrective Action Plan (see below)
- ☐ Probation – High Risk
- ☐ Termination – Unsatisfactory Performance

Corrective Action Plan (if required)

Action Item	Responsible Party	Due Date	Status

Reviewed by:

Name: _____
Post/ Position: _____
Signature: _____
Date: _____

Acknowledgement by Supplier:

Name: _____
Post/ Position: _____
Signature: _____
Date: _____