

**UMW CORPORATION SDN BHD
SUPPLIER PERFORMANCE REVIEW**

The supplier performance review is divided into 4 sections:
 1. Company Particulars - Contains basic information on the company being evaluated.
 2. Contract Particulars - Provides general contract particulars.
 3. Supplier Performance Evaluation - Indicates supplier scoring and ratings
 4. Main contractual terms - Feedback & comments

Remarks:
Scoring, comments and feedback must confined to the specified contracts only.

SECTION 1 : COMPANY/VENDOR PARTICULARS

COMPANY NAME :
 TYPE OF BUSINESS : PRIVATE LIMITED / PUBLIC LIMITED / SOLE PROPRIETOR / PARTNERSHIP
 (Strike out whichever is not applicable)
 PAID-UP CAPITAL : RM
 DATE INCORPORATED :
 NO OF EMPLOYEES :
 EQUITY STRUCTURE : _____ % Bumiputera; _____ % Non-Bumi; _____ % Foreign
 PO HISTORY (YYYY) :

SECTION 2 : CONTRACT PARTICULARS

REFERENCE :
 DATE :
 TITLE :
 PERIOD :
 AMOUNT :
 BALANCE :

PO ISSUED IN YEAR:					
RF NO	PO NO	PO DATE	PO AMOUNT	TYPE	DIV / DEPT.

SECTION 3 : SUPPLIER PERFORMANCE EVALUATION

User is required to indicate scoring for each criteria on a scale from 1 to 5. Please (√) tick at the appropriate box.

- 5 - Excellent (performance well above general requirements)
- 4 - Good (performance above general standard)
- 3 - Satisfactory (performance in accordance of general standard / meet contractual requirement)
- 2 - Poor (performance below standard / did not meet some of contractual requirement)
- 1 - Unacceptable (performance well below standard / did not meet most of contractual requirement)

EVALUATED CRITERIA & WEIGHTAGE

SCORING

1 COST (20%)
 a. Final costs correspond to the expectations at the beginning of the transaction.
 b. Price structure offered is competitive in the industry.

1	2	3	4	5

Remarks : _____

SECTION 3 : SUPPLIER PERFORMANCE EVALUATION (Cont.)

2 QUALITY (25%)

- a. How satisfied do you feel about the quality of the product / service delivery?
- b. Enforce effective quality control / inspection / standard procedure to meet quality.
- c. Completed all work with good workmanship / service, conform with the specification, free from defects / complaints.
- d. Products / Services reliability - performs reliably and without any issues arising.

1	2	3	4	5

Remarks : _____

3 DELIVERY (25%)

- a. Delivery performance against promised / required lead times / met project schedule.
- b. Product / service delivered matched the order, delivered as per requirements.
- c. Providing a stable supply / service flow, free from defects / complaints and disruptions.

1	2	3	4	5

Remarks : _____

4 SERVICE / CUSTOMER SUPPORT (20%)

- a. Respond to inquiries promptly with clear, complete and accurate information.
- b. Timely correction of identified problems / deficiencies.
- c. Able to support changes in our demand and requirements.

1	2	3	4	5

Remarks : _____

5 PERSONNEL / CUSTOMER RELATIONS (5%)

- a. Demonstrate commitment, cooperative attitude, courtesy and professionalism.
- b. Knowledgeable on their product, can provide clear explanation

1	2	3	4	5

Remarks : _____

6 DOCUMENTATION (5%)

- a. Accurate & complete Documentation / Report.

1	2	3	4	5

Remarks : _____

SECTION 4 : MAIN CONTRACTUAL TERMS - FEEDBACK & COMMENTS

Instructions:

- a. User is required to give feedback on the **Contract Requirements VS Actual Performance**.
- b. Please (✓) tick at the appropriate box.
- c. For any breach of contract requirements, please specify in details and use separate sheet if space insufficient.

COST

(e.g. Variance to original price)
If yes, please specify in details _____

Yes No

QUALITY

(e.g. Product / Service quality is inferior / not satisfactory, unauthorised substitute items / services, improper packaging)
If yes, please specify in details _____

Yes No

DELIVERY

(e.g. Delay, wrong location, goods damaged, contents / services did not match delivery order / contract, improper handling)
If yes, please specify in details _____

Yes No

SECTION 4 : MAIN CONTRACTUAL TERMS - FEEDBACK & COMMENTS (Cont.)

SERVICE

Yes No

(e.g. unsatisfactory response time, parts not available, unsatisfactory workmanship / services)

If yes, please specify in details _____

Have you imposed any penalty / invoke LAD to the supplier?

If yes, please specify in details _____

Comments / Remarks:

	Evaluated By User	Checked by User Head of Department	Concurred by User Head of Division
Signature :			
Name :			
Designation :			
Date :			

For Procurement Office:-

Supplier's / Contractor's Performance Review Score: _____

Comments / Remarks: