

Vendor Performance Scorecard

A practical planning worksheet for facility managers and directors.

Manager checklist

- Scope understood and proposal complete
- Insurance, qualification, safety and access requirements verified
- Response, schedule adherence and communication
- First-visit completion, callbacks, evidence and invoice accuracy

Leadership review

- What risk is reduced?
- Who owns the next action?
- What evidence confirms completion?
- Is the cost operating, preventive, or capital?

Planning resource only. Adapt criteria to the property, jurisdiction, client procedures, manufacturer guidance, and qualified-professional requirements.