EVALUATION OF EXTERNAL PROVIDER'S PERFORMANCE

External Provider Information	
Service / Material	

Company Name :

Address:

Contact Number :
Contact Person :

Criteria / Evaluation Rating:	Rating 1 (Poor) – 5 (Excellent)
Project Team Evaluation	
a.　Product/ Service Quality - Evaluates the quality of products or services provided	
b.　On-Time Delivery - Measures the provider's ability to deliver products or services on schedule	
c.　Regulatory Compliance - Compliance with local/ International regulatory	
d.　Technical Compliance - Assesses adherence to local and international regulations	
Procurement Team Evaluation	
a.　Communication & Responsiveness - Measures promptness in addressing requests, queries, and complaints	
b.　Pricing Competitiveness - Assesses the competitiveness of pricing and terms offered	
Safety & Health Team Evaluation	
a.　OSH Compliance - Evaluates compliance with safety and health regulations	
Total score (Max Score 35) :	/35

Recommendation & Approval	
No. of Complaints / CARs issued: ……… (*Number*)	☐ ≥ 18 Marks or 50% (Maintain as Approved External Provider)　　☐ < 18 Marks (Review by Top Management)

Site / Project	*Remark*
Name: Position: Date:	
Procurement	*Remark*
Name: Position: Date:	

Approved by: Executive Director	Recommendation
	☐ Maintain
	☐ Discontinue
(Signature & date)	

Justification　(*Required if maintaining a non-performing external provider*)

EVALUATION OF EXTERNAL PROVIDER'S PERFORMANCE

Evaluation Criteria / Rating	
Project Team Evaluation	
a. <u>Product/ Service Quality</u> Evaluates the quality of products or services provided, based on the number of rejects per year.	**R1** : > 5 Rejects/year **R2** : 4 Rejects/year **R3** : 2 to 3 Rejects/year **R4** : 1 Reject/year **R5** : 0 Reject/year
b. <u>On-Time Delivery</u> Measures the provider's ability to deliver products or services on schedule.	**R1** : > 5 Delays/year **R2** : 4 Delays/year **R3** : 2 to 3 Delays/year **R4** : 1 Delay/year **R5** : 0 Delay/year
c. <u>Regulatory Compliance</u> Assesses adherence to local and international regulations.	**R1** : > 5 Non-Conformities/year **R2** : 4 Non-Conformities/year **R3** : 2 to 3 Non-Conformities/year **R4** : 1 Non-Conformity/year **R5** : 0 Non-Conformity/year
d. <u>Technical Compliance</u> Evaluates compliance with technical specifications and requirements.	**R1** : > 5 Technical Issues/year **R2** : 4 Technical Issues/year **R3** : 2 to 3 Technical Issues/year **R4** : 1 Technical Issue/year **R5** : 0 Technical Issue/year
Procurement Team Evaluation	
a. <u>Communication & Responsiveness</u> Measures the provider's promptness in addressing requests, queries, and complaints.	**R1** : > 5 Unresolved complaints/year **R2** : 4 Unresolved complaints/year **R3** : 2 to 3 Unresolved complaints/year **R4** : 1 Unresolved complaint/year **R5** : 0 Unresolved complaint/year
b. <u>Pricing Competitiveness</u> Measures the provider's promptness in addressing requests, queries, and complaints.	**R1** : Above market rate (no favorable terms) **R2** : Above Market rate with favorable terms **R3** : Market rate with favorable terms **R4** : Below market rate (no favorable terms) **R5** : Below market rate with favorable terms
Safety & Health Team Evaluation	
a. <u>OSH Compliance</u> Evaluates compliance with safety and health regulations	**R1** : > 5 Incidents/year **R2** : 4 Incidents/year **R3** : 2 to 3 Incidents/year **R4** : 1 Incident/year **R5** : 0 Incident/year