

Vendor Performance Scorecard.

A ready-to-use template for evaluating and tracking vendor performance across the KPIs that matter most.

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How to Use This Scorecard.

This scorecard is designed to be completed monthly or quarterly for each active vendor. It tracks the six core KPIs that Lula's operations team identified as the foundation of a data-driven vendor management program. Rate each KPI on a 1–5 scale, calculate the weighted score, and use the results to inform routing decisions, contract renewals, and performance conversations.

Scoring Scale.

Score	Rating	Definition
5	Excellent	Consistently exceeds expectations. Top-tier performer.
4	Good	Meets expectations with occasional above-and-beyond performance.
3	Acceptable	Meets minimum requirements. No significant issues.
2	Below Average	Frequent issues. Requires follow-up or corrective action.
1	Poor	Consistent failures. Consider suspension or removal.

Scorecard Template.

Complete this for each vendor on a monthly or quarterly basis.

Vendor Name	
Trade / Specialty	
Review Period	
Reviewed By	

KPI	What to Measure	Weight	Score (1–5)	Weighted
Speed / Responsiveness	Time to accept work order. Time to arrive on-site. Time to complete job.	20%		
Price Accuracy	Quoted cost vs. actual invoice. Frequency of change orders. Adherence to price book.	20%		

Resident Satisfaction	Post-job feedback ratings. Resident complaints attributed to this vendor.	20%		
First-Time Fix Rate	% of jobs completed in a single visit without callbacks.	15%		
Invoice Accuracy	Rejected invoices as % of total. Missing notes, photos, or documentation.	15%		
Warranty / Callback Rate	% of jobs requiring a return visit within 30 days.	10%		
TOTAL WEIGHTED SCORE				/ 5.0

Score Interpretation.

Score Range	Status	Action
4.0 – 5.0	Preferred Vendor	Increase work order volume. Consider for exclusive trade assignments.
3.0 – 3.9	Active Vendor	Maintain current volume. Monitor for improvement or decline.
2.0 – 2.9	On Notice	Reduce volume. Schedule performance conversation. Set 30-day improvement plan.
Below 2.0	Suspend / Remove	Stop dispatching new work. Review for removal from approved vendor list.

Notes & Observations.

Use this section to capture qualitative observations that don't fit neatly into the KPIs above. Relationship quality, communication style, willingness to go above and beyond, and reliability during emergencies all matter.

Remember: vendor management is 50% relationship and 50% data. This scorecard gives you the data side. Pair it with regular communication, relationship-building, and honest performance conversations to build a vendor program that lasts.