

17. SUPPLIER MANAGEMENT

Topic/Question	
17.1	<p>SCD Does the tool have a supplier & contract database?</p> <p>-----</p>
17.2	<p>Supplier Records Does the tool contain fields to hold adequate information about suppliers and their service provision? Such as company name, address, contact details and services provided.</p> <p>-----</p>
17.3	<p>UC/Agreements Does the tool show if an underpinning contract/agreement has been established for services from any supplier?</p> <p>-----</p>
17.4	<p>Supplier Policy Can the tool record supplier policy?</p> <p>-----</p>
17.5	<p>Supplier Categories Does the tool accommodate the category of each supplier? That is, strategic, tactical, operational or commodity.</p> <p>-----</p>
17.6	<p>Risk Assessment Does the tool accommodate the results of supplier risk assessments?</p> <p>-----</p>
17.7	<p>Supplier Evaluation Does the tool support the supplier evaluation process? Eg, the inclusion of templates for noting criteria and key points such as references, track record or credit rating.</p> <p>-----</p>
17.8	<p>Supplier Status Can the tool record supplier status, such as prime, probationary, or banned?</p> <p>-----</p>
17.9	<p>Responsibilities Can the tool record the responsibilities and targets of suppliers for the services they deliver?</p> <p>-----</p>

17.10	<p>Contract Records Can the tool accommodate contract details such as terms and conditions, service description and scope, payment structure/terms? This may include the attachment of documentation in various formats.</p> <p>-----</p>
17.11	<p>Contract Reviews Does the tool support the contract review process (as distinct from 'service reviews')?</p> <p>-----</p>
17.12	<p>End of Term Can the tool record the date of the end of the contract term?</p> <p>-----</p>
17.13	<p>Supplier Performance Can the tool record supplier performance information? Could include review meeting minutes, reports, service improvement plans, an indication of value for money.</p> <p>-----</p>
17.14	<p>Management Reports Can the tool produce reports 'out of the box' without additional products or consultancy services? Eg, reports by supplier category, contract renewal dates, suppliers with/without written agreements and many more.</p> <p>-----</p>
17.15	<p>Service Reviews Does the tool have an indicator that service reviews have been scheduled/carried out with customers and suppliers?</p> <p>-----</p>