Vendor Evaluation Form Excel Workbook Instructions

This workbook is to meet the requirement in V1M2 4.5.6 for the existence of a list of vendors with evaluations and evidence. The language below is also found in section 8 of the QSM (if using a QSM provided by WRC – you may wish to check this if you did not use the template from WRC).

## Setting up the workbook

Lists the approved vendors in the first worksheet. You will create a separate worksheet for each vendor to keep their score. Simply select one of the evaluation worksheets and use Excel’s Move/Copy Worksheet to create a copy. Be sure to rename it as you wish.

Vendors will be removed from the list of approved vendors for the following reasons.

* Discontinue providing service or material.
* Failure to provide requested services within agreed timeframe unless the laboratory is at fault.
* Failure to provide requested documentation.
* Loss of accreditation.
* Failure to provide competent service or materials. Vendors who provide bacterial media or calibration standards are allowed one failure in 3 orders.

## Evaluation Procedure

Vendors and suppliers of services will be evaluated by the following process.

This is an annual score sheet but can be filled out any time during the year. This may be helpful if the vendor provides very frequent or very infrequent services. If you keep this up during the year, then you may want to ignore any poorly scored vendors until the year is completed.

## Inputs

The total number of orders or requests for service made to a specified vendor in a calendar year is placed in the leftmost box for the calendar year. If you are keeping this as each order is placed, then increment the number by 1 each time.

***Positive contributions.***

In the next two boxes for the year, provide counts for the following. You may also input as you go instead of waiting for the end of the calendar year.

* The number of orders or requests for service that were on time or on the scheduled service date.
* The number of orders with backordered materials that were filled when stated.

***Negative contributions***

In the next two boxes for the year provide counts for each of these topics.

* The number of service requests where the scheduled date was not met and not due to outside forces. Service that was late but on the scheduled day is allowed.
* The number of back orders that were filled outside of 1 month from the stated delivery date. One late back order is allowed.

***Subjective contributions***

Although some effort has been made to create an objective system, there is a place for subjective contributions. Provide a number based on the following rating system.

* The rated experiences when placing order or service requests. Rate 1 (low) to 5 (high).
* The rated experiences when dealing with the manufacturer’s or vendor's customer service when resolving issues. Rate 1 (low) to 5 (high).

It is important to provide some reasoning behind any rating, especially when the rating is low. You can provide a short discussion to the right of the score box or keep the information in a separate record and reference what record has that information.

## Vendor Scoring

Scoring is achieved by the following formula.

Equation Vendor scoring

$$Vendor score=\frac{Postive contributions-Negative contributions}{Total number of orders or service requests}×sum of ratings$$

The highest score is 10 (all positive and no negative with ratings of 5 each). Any vendor who achieves a score of 5 or less will be evaluated to determine if there is a need to find a new vendor. Exception is provided when the manufacturer or vendor is the only source for materials or services.

## Considerations

The scoring system is designed to alert you to when a vendor may not be providing materials or services that you need. However, do consider the following.

* A single source of material may exist. Scoring the vendor low, even if there have been issues will be very difficult to defend leaving the vendor. An example is Idexx materials are only available from Idexx.
* Be considerate of your ratings and take into account all interactions and what transpired. It may not be the vendor, but an individual working for the vendor.
* You may be asked during an assessment why you continued with a vendor who is scoring poorly. Be sure to have records of why you are still doing business, especially if there are other vendors available.

## TNI requirements and this workbook

There are TNI standards relating to the use of this workbook. They are as follows from V1M2:

* 4.3.1 General. The laboratory shall establish and maintain procedures to control all documents that form part of its management system (internally generated or from external sources), such as regulations, standards, other normative documents, test and/or calibration methods, as well as drawings, software, specifications, instructions, and manuals.
* NOTE 1 to 4.3.1: In this context "document" could be policy statements, procedures, specifications, calibration tables, charts, textbooks, posters, notices, memoranda, software, drawings, plans, etc. These may be on various media, whether hard copy or electronic, and they may be digital, analog, photographic or written.
* 4.13.1.4 The laboratory shall have procedures to protect, and back-up records stored electronically and to prevent unauthorized access to or amendment of these records.
* 4.13.3.d) Records that are stored only on electronic media shall be supported by the hardware and software necessary for their retrieval.
* 5.4.7.2 When computers or automated equipment are used for the acquisition, processing, recording, reporting, storage or retrieval of test or calibration data, the laboratory shall ensure that: computer software developed by the user is documented in sufficient detail and is suitably validated as being adequate for use; procedures are established and implemented for protecting the data; such procedures shall include, but not be limited to, integrity and confidentiality of data entry or collection, data storage, data transmission and data processing; computers and automated equipment are maintained to ensure proper functioning and are provided with the environmental and operating conditions necessary to maintain the integrity of test and calibration data.
* NOTE: Commercial off-the-shelf software (e.g., word processing, database, and statistical programs) in general use within their designed application range may be considered to be sufficiently validated. However, laboratory software configuration/modifications should be validated as in 5.4.7.2 a).

## Examples and help

The workbook contains example data for your review. If you need further assistance, or need help with the formulas, then contact William Ray Consulting

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