

Vendor Performance Monitoring Tool



THE CLIENT

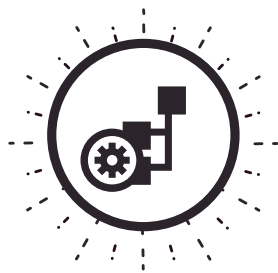
The client is one of the world’s leading manufacturers of agricultural, construction, and forestry equipment. It is a Fortune 500 company with factories, plants, offices, and other facilities in more than 30 countries worldwide.

THE CHALLENGE

The client was faced with the following challenges:



No tool for tracking the performance of external suppliers based on different parameters such as quality, delivery, and accuracy



No defined parameters for differentiating or categorizing suppliers



No efficient communication with external suppliers about the quality of the services they provide



THE SOLUTION

SBP Consulting engaged with the client at the blue printing stage and:



Created an automatic process that updates the necessary data to measure supplier performance when the appropriate transaction is executed in the system



This automatic process captures data and consolidates it in a report that tracks supplier performance based on quality, quantity (under/over delivery), on time delivery, invoice, etc.



This process was developed across different functional areas to automate capture of the necessary data

BUSINESS BENEFITS



Improved monitoring of supplier performance



Improved communication with suppliers about their performance



Improved measurability via clearly defined parameters on supplier performance