

# PROJECT REPORT CARD





# MEASURING PERFORMANCE

The term measurement has many different meanings. One in particular is as follows:

**Measurement (v)** - *to estimate the relative amount, value, etc. of, by comparison with some standard*

In this case, we measure to determine how well we performed compared to the standard. When we begin a new project, there are particular parameters set in place. As the project is constructed, variables are presented to the various areas of the total project process.

Below, we've outlined four major areas in the format of a scorecard for the purpose of measuring the success of a previous project. Assumptions without a thorough analysis will never allow you to fully understand the overall success of a previous project and how to make future projects more successful through necessary adjustments.



# QUALITY

First things first, inspect the quality of the goods you just paid for. Nothing else matters much if you find you can't make use of what you're receiving, or you're worried about the long-term impact of using what you've received in terms of safety, customer response, etc. Here are a few individual points to look at in considering quality:

## OVERALL QUALITY

Or, basic ability of the received goods to fulfill their original purpose. Don't look at this as a binary state of 'good enough' or 'not good enough'. Consider the nuance of the quality; is it better than expected? Worse, but still viable? Do you think you can expect improvements in the quality?

## CONSISTENCY

Inconsistency in many ways makes for a worse result than generally low quality; poor quality can be addressed with improvements, but inconsistency may indicate bigger problems in the procurement process.

## DETAILS

The fine details of a project often end up changing in the face of the realities of procurement—what do these details look like on the current project?



## **VENDOR COMMUNICATION**

Procurement ultimately boils down to communication. In order for the process to run smoothly, everyone should fully understand the extent of the project. To better understand your relationship with your vendor and thus assess your current procurement project, consider these sub-points:

### **EFFECTIVE**

A simple concept: do you converse with each other easily? Are you able to stay on the same page with the vendor?

### **ACCESSIBLE**

How difficult is it to get the right person on the phone to resolve an issue or discuss a change?

### **PROFESSIONAL**

Are appointments kept, do you feel comfortable communicating with the vendor, and can you expect honesty in communications?

### **EFFICIENT**

Is your communication with the vendor characterized by rambling, ineffective conversations, or concise interactions backed by appropriate tools?



## **SERVICE**

Did all procured items arrive on schedule? If not, why? It's important to identify the root cause of a failure—or unacceptable sacrifices made to achieve success. Is their service adequate and does it meet your expectations for the project? Review the following aspects to ensure that you have been met with top quality service.

### **OVERALL SERVICE**

Does their service meet the standards that were set from the beginning? Were there any conflicts and were they resolved?

### **ON TIME**

Was your schedule compromised due to missed deadlines? Was it a one-time occurrence?

### **SET PRIORITIES**

Did they put your needs and specifications first? Did they accommodate your needs to meet your goals?

### **REQUIREMENTS**

Have they followed the stipulations of your project? Have they altered your original plan? If so, were you consulted?



## **FINAL COST**

In a procurement project, the quoted costs and final costs should have little to no difference. Add on charges stem from poor planning or unscrupulous business practices and they are completely unacceptable. If the problem stems from your side, it can usually be resolved with improved communication. Of course, they may also be the result of low accessibility and other vendor issues.

### **QUOTED COST**

Was their initial offer reasonable and within your budget?

### **ADDED COST**

Were there additional or unexpected costs added to your project? Were you immediately consulted? Could they have been prevented?

### **FINAL COST**

Is your budget still standing? Do you feel like the quality matches the price?

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Vendor Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Grade**

<b>QUALITY</b>	Overall Quality	
	Consistency	
	Details	

<b>VENDOR COMMUNICATION</b>	Effective	
	Accessible	
	Professional	
	Efficient	

<b>SERVICE</b>	Overall Service	
	On Time	
	Set Priorities	
	Requirements	

<b>FINAL COST</b>	Quoted Cost	
	Added Cost	
	Final Cost	



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