

MASTER COPY

Control No. 01

Signature/Date [Signature] 1/6/22

REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM

CONTROL AND MONITORING OF EXTERNAL PROVIDERS'/SUPPLIERS' PERFORMANCE

Code : DdO-QP-07 Revision No. : 3 Effectivity: 06 January 2022 Page: 1 of 4

1.0 PURPOSE

Quality Management System (QMS) emphasizes the importance on the control and monitoring of external providers' process, products & services in order to conform to the organization's requirements as one of the vital aspects in the operation.

To determine the performance of the external providers/suppliers, the organization shall establish & apply the evaluation & monitoring criteria based on their ability to provide processes, products & services in accordance with the organization's requirements.

2.0 SCOPE

This procedure shall apply to the PLGU-DdO-Quality Management System process to evaluate and monitor suppliers' performance.

3.0 DEFINITION OF TERMS

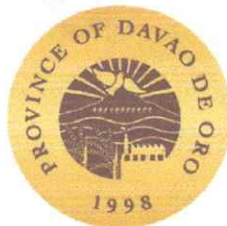
- 3.1 **Suppliers' Performance Management Scorecard** –is a tool being used purposely to comply as to what the QMS standards required in controlling and monitoring of the performance of external providers.
- 3.2 **Likert-Type Scale** –is a psychometric scale commonly used in scaling responses. Operationally, a Five-point Likert is used to determine the supplier's level of compliance as to the requirements set forth by the procuring entity.
- 3.3 **Over-all Suppliers Performance Management Matrix** – is a tool used to consolidate the results of each supplier's performance management scorecard.

4.0 PROCEDURE DETAILS

Suppliers' Performance Management Scorecard is adapted by the agency as a tool to be used for the purpose in compliance as to what the QMS standard required. This tool gives deeper understanding to the supplier on the organization's requirements for them to deliver the right & quality products & services. Such good performance would gain trust & good relationship between the external providers and with the organization.

Administering of this tool is conducted every end of the quarter in which the evaluation shall focus on:

- Account Management Efficacy;



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM

CONTROL AND MONITORING OF EXTERNAL PROVIDERS'/SUPPLIERS' PERFORMANCE			
Code : DdO-QP-07	Revision No. : 3	Effectivity: 06 January 2022	Page: 2 of 4

- Customer Service, Quality & Delivery;
- Financial Responsiveness; &
- Working Relationship.

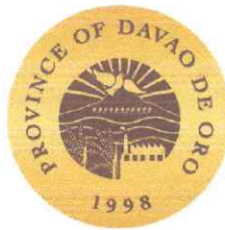
Figure 1.

PROVINCIAL GENERAL SERVICES OFFICE							
SUPPLIER PERFORMANCE MANAGEMENT SCORECARD							
EXTERNAL PROVIDER: QUARTER:	Weighing (%)	RATE SUPPLIER REQUIREMENT					Score
		1 Does not	2 Barely meets	3 Meets some	4 Meets most	5 Fully meets	
Account Management Efficacy	35%						
Supplier understands company's requirements							
Supplier contract is knowledgeable on products/services							
Supplier communicates all relevant information efficiently							
Supplier can easily find right supplier contract when needed							
Supplier provides information on "best in class" practices							
CUMULATIVE SCORE							
TOTAL BASED ON WEIGHTING %							
Customer Service, Quality and Delivery	25%						
Deliveries are prompt, complete and free of defects							
Delivery documentation is detailed and correct							
Products and/or service meet expectations							
Supplier provides proper support							
Supplier handles concerns/issues appropriately							
Supplier meets service support commitments							
CUMULATIVE SCORE							
TOTAL BASED ON WEIGHTING %							
Financial Responsiveness	20%						
Value of supplier's products/technologies/services is high							
Proposals/invoices are accurate and timely							
Supplier's pricing is competitive							
CUMULATIVE SCORE							
TOTAL BASED ON WEIGHTING %							
Working Relationship	20%						
The working relationship with supplier contacts is strong							
Overall, the relationship with supplier is good							
We would renew contracts(s) with supplier							
CUMULATIVE SCORE							
TOTAL BASED ON WEIGHTING %							
TOTAL							VERY GOOD

INDIVIDUAL PERFORMANCE RATING	
Percentage Rating	Adjective Rating
4.1-5.0	Excellent
3.1-4.0	Vary
2.1-3.0	Good
1.0-2.0	Fair

Each of these categories has indicators of which the suppliers will be assessed/evaluated whether they do not meet or fully meet the requirements. This tool will then help the organization to immediately address possible issues and concerns relative to the matter.

Results of each Suppliers Performance Management Scorecard shall be consolidated using the Over-all Supplier Performance Management Matrix. This is to determine the total score that based on percentage on the account of the aforementioned categories.



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM

CONTROL AND MONITORING OF EXTERNAL PROVIDERS'/SUPPLIERS' PERFORMANCE

Code : DdO-QP-07 Revision No. : 3 Effectivity: 06 January 2022 Page: 3 of 4

Based on the total score, the overall adjectival rating whether the performance of the external providers/suppliers as to account management efficacy, customer service, quality & delivery, financial & relationship, is excellent or not can be determined through the use of a Likert-Type Scale with significant ranges as shown on the succeeding figure.

Figure 2.

EXTERNAL PROVIDER:					
MARK ANTHONY CONSTRUCTION & SUPPLY					
LLM UNIFIED BUILDERS & TRADING CORP.					
BLUREX CONSTRUCTION & SUPPLY					
JOCRIS INDUSTRIES					
PAMGS CONSTRUCTION CORPORATION					
PYRAMID CONSOLIDATED BUILDERS & GENERAL					
JE ELECTRICAL SALES & SERVICES					
VIBRANIUM BUILDERS CORP.					
J-68 CONSTRUCTION AND SUPPLY					
BRE CONSTRUCTION					
TOTAL SCORE					
OVERALL SCORE DIVIDED BY HOW MANY SUPPLIERS RATED					
FINAL ADJECTIVAL RATING					

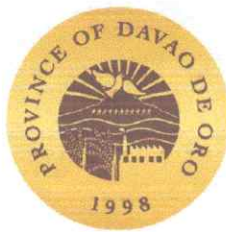
OVER-ALL PERFORMANCE OF ALL EXTERNAL PROVIDERS	
Percentage Rating	Adjectival Rating
4.1-5.0	Excellent
3.1-4.0	Very Good
2.1-3.0	Good
1.0-2.0	Fair

The Head of the Bids and Awards Committee (BAC) Secretariat is responsible in the administration of the Suppliers' Performance Management Scorecard and the same shall be approved by the Chairperson of the Bids and Awards Committee. Each accomplished scorecard shall be communicated to the respective suppliers through electronic mails and/or appropriate printed endorsement.

When the minimum requirement for the performance of the External Providers/Suppliers is fair, the BAC Secretariat shall cause the issuance of Notice to Explain (NTE) to the suppliers/external providers with percentage rating ranges from 1.0 to 2.0 with adjectival rating of "fair".

The supplier/external provider who meet the minimum requirement for both financial and technical documents as provided in the procurement law however got the lowest percentage rating can still join the bidding.

Administration of this tool is in parallel to the agency's requirement as mandated by the Department of the Interior and Local Government (DILG) Memorandum Circular



REPUBLIC OF THE PHILIPPINES
PROVINCE OF DAVAO DE ORO

QUALITY MANAGEMENT SYSTEM

CONTROL AND MONITORING OF EXTERNAL PROVIDERS'/SUPPLIERS' PERFORMANCE

Code : DdO-QP-07

Revision No. : 3

Effectivity: 06 January 2022

Page: 4 of 4

No. 2010-083 also known as the Full Disclosure Policy (FDP) to submit Bid Results on Goods and Civil Works every end of the quarter.

The DILG circular strengthened the government's advocacy in promoting transparency and accountability in the government.

5.0 References

- 5.1 [//rfp360.com/supplier-scorecard/](http://rfp360.com/supplier-scorecard/)
- 5.2 <https://www.slidegeeks.com/business/product/supplier-performance-management-scorecard-business-ppt-powerpoint-presentation-layouts-rule>

Prepared by:


ALVIN ROSS J. GISMA
Clerk II / BAC Secretariat
PGSO

Approved by:


ARCELI A. TIMOGTIMOG
PG-Department Head
PGSO

Noted by:


LARA ZAPHIRE KRISTY N. BERMEJO, MPA
PHRMD Officer/
Quality Management Representative