

How to use: go through each section and check every box that applies. Tally your score at the end. Any unchecked box is a documented operational gap.

Contract Enforcement

- 1 ☐ Are delivery deadlines written into a signed agreement with penalty terms?
- 2 ☐ Does your contract define an SLA threshold that triggers review within days?
- 3 ☐ Can you name the clause you invoked last time a supplier missed a deadline?
- 4 ☐ Does your scorecard link to a remedy clause the supplier actually signed?
- 5 ☐ Is there a fixed trigger point below which terms force renegotiation?

Supplier Leverage

- 6 ☐ Do you have a qualified backup supplier for every critical item?
- 7 ☐ Was your current supplier chosen on criteria beyond lowest price?
- 8 ☐ Have you requested a competing quote from an alternate vendor this year?
- 9 ☐ Does your incumbent supplier know a qualified alternative exists?
- 10 ☐ Do your procurement terms weigh relationship fit, not just price?

Ongoing Tracking

- 11 ☐ Do you score supplier performance monthly, not only after a failure?
- 12 ☐ Is there a defined response window before an unanswered order gets escalated?
- 13 ☐ Do you log a late delivery the day it happens, not after it repeats?
- 14 ☐ Would a declining trend surface before a mission critical failure hits?
- 15 ☐ Do you check the score trend line before every contract renewal?

Documentation Discipline

- 16 ☐ Do you record every defect with date, quantity, and cost impact?
- 17 ☐ Is your termination language built from months of dated evidence?
- 18 ☐ Do you keep written records of every repeated request to rectify?
- 19 ☐ Can you produce a full defect log spanning the entire relationship?
- 20 ☐ Does your file show corrective requests, not just a final complaint?

Management Follow Through

- 21 ☐ Does leadership act when a buyer flags a vendor flaw with data?
- 22 ☐ Is there a defined escalation path once a score drops below threshold?
- 23 ☐ Do you follow a written framework for scoring, not ad hoc metrics?
- 24 ☐ Does the scorecard assign clear ownership for corrective follow-up?
- 25 ☐ Do decision-makers review scorecard data before renewal, not after?

SCORING GUIDE

Score	Level	What it means
0 to 11	CRITICAL	Structural failures are actively destroying margin
12 to 19	MODERATE	Gaps in two or three areas that need immediate attention
20 to 25	STRONG	Systems are solid, focus on optimization

Book a free data audit at modonix.com/service. We identify your top 3 margin leaks in one session. Written by Ahmed Abuswa, Modonix.com