

Third-Party Supplier Performance Monitoring Plan Template

This document serves as guidance for creating a plan to monitor and evaluate third-party supplier performance against contractual and other requirements. It should be modified to work with each supplier. Reporting templates, tracking charts, etc. should be made to support the collection of reporting data.

Supplier Name:

Services Supplied:

Contract Renewal Date:

Performance Criteria Checklist

	Description	Format (report, data feed, meeting, etc)	Monthly/ Quarterly/ Annually
Performance Measures (use all that are applicable; add rows as necessary)			
SLAs			
KPIs			
Other Metrics			
Other Contractual Terms (add rows as necessary)			
1.			
2.			
Data File Transfers (include completeness, timeliness and readability; add rows as necessary)			
1.			
2.			
Communication with Supplier (add rows as necessary)			
1.			
2.			
Audits and Reporting			
1.			
2.			

If performance issues are identified and do not resolve quickly, follow the [Vendor Escalation Plan](#).