

Vendor Escalation Plan

A Delegate or Vendor Performance/ Compliance Issue is identified by SME, DVO, Compliance, Procurement or other source



Inform Relationship Manager:

- RM addresses with vendor
- Identified issue validated
- RM informs all impacted internal areas (including compliance) and the Business Owner
- Impact assessed
- RM addresses issue with the Delegate/Vendor and develops remediation plan and timeline. A corrective action plan may be issued



Issue is Unresolved or Vendor Pushes Back:

- RM informs the Business Owner
- Business Owner contacts executive level counterpart at vendor
- Business Owner reviews and approves corrective action or remediation plan
- Business Owner brings CAP and impact assessment to DVOC
- Business Owner monitors remediation progress to closure



Issue Remains Unresolved or Remediation is Untimely:

- Business Owner completes the following and discusses with the DVOC:
- Organizational impact
 - Engagement of Legal
 - Performance penalties collected
 - Contract opportunities
 - Enhanced auditing and monitoring
 - Assessment of continuing relationship