Vendor Performance Checklist

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1. Measure What Matters: Turnaround Time (TAT)

If you're not measuring this metric, you're essentially following the vendor's rules. You must control when the clock starts and clearly define what "restored to service" means. In short, you pay for uptime and knowing the control points is the first step to better service. If a provider can't commit to TAT, they're managing their backlog—not your uptime.

2. Failure Transparency

Knowing why equipment fails is the first step to improving quality of service. This must be backed by solid data in the form of standard failure codes and root cause classification by part. The gold here is monitoring the trends and examining how to reduce failure rates. Is it a hardware problem? A vendor problem? Or, is it an operational, store training problem?

3. First Time Fix (FTF) Rate

Low first time fix rates lead to hidden costs and customer dissatisfaction. Repeat failures mean higher costs, double logistics and lead to inefficient spares usage. Tracking this metric helps improve accountability and efficiency. Auditing a vendor's quality process will reveal their commitment to first time fix.

4. Asset Control

Serial-level tracking from start to finish is a must have to prevent spares leakage and and prove chain of custody. Providers without strong serialization discipline leak assets quietly—and deny it loudly. Reporting should be able to identify the status of all assets through their useful lifecycle.

5. Demand Reporting Integrity

If you can't trust the data, you can't manage performance—or prove value. If the vendor provides all the data, you are getting a biased view at best. Measure the KPIs that matter most to your business and write them into the contract. They should be reviewed quarterly by business leaders and be tied to vendor performance scorecards. Clarity is your friend.

6. Audit the Vendor's Processes

Is your performance tailored to your needs, or shaped by your vendor? Automation, integration, and remote troubleshooting can add value to your service. Unlocking the full potential of your operations starts with taking control. By embracing these advance solutions, you empower your business to outperform competitors, maximize efficiency, and deliver results that truly reflect your unique goals.