

## Supplier Performance Development and Management Process Checklist

	RESPONSIBLE	ACTIVITY	COMPLETE
Set direction and context	PEO	Determine performance management approach and implementation timing	
	PEO	Establish supplier evaluation metrics	
	PEO	Define range of potential supplier incentives and suggested strategies for deployment	
	PEO	Create supplier scorecard template for national supplier evaluation, but also to serve as a template for VISN & VAMC use	
	PEO	Define points of contact for important supplier relationships	
	PEO	Communicate guidance to VISNs & VAMCs on supplier relationship management and performance reviews	
Prepare for performance review process	PEO	Prepare for scoring by identifying full spectrum of national, VISN, and VAMC stakeholders whose input informs evaluation of national suppliers	
	VAMC Equipment Program Manager	Translate PEO guidance on supplier performance management into annual facility-level plan for managing supplier relationships	

	RESPONSIBLE	ACTIVITY	COMPLETE
Prepare for performance review process	VAMC Equipment Program Manager	Prepare for scoring by identifying facility stakeholders whose input informs evaluation (e.g., Clinical Service Chiefs)	
	VAMC Clinical Service Chiefs, VAMC Biomedical Engineers	Provide qualitative feedback about key suppliers for facility, VISN or PEO to incorporate into supplier evaluations	
	National Contracting	Provide PEO with qualitative and quantitative feedback about key suppliers to incorporate into supplier scorecards	
	PEO, VAMC Equipment Program Manager	Gather quantitative and qualitative data on supplier performance	
	VISN Network Contracting Offices	Provide VAMC Equipment Program Manager with feedback about key suppliers to incorporate into supplier scorecards	
	PEO, VAMC Equipment Program Manager	Prepare aggregate score	
	PEO, VAMC Equipment Program Manager	Complete supplier scorecard	
	VISN Network Contracting Offices, VAMC Equipment Program Manager	Coordinate to escalate systemic, ongoing and/or recurring supplier complaints to PEO	

	RESPONSIBLE	ACTIVITY	COMPLETE
Prepare for performance review process	VAMC Equipment Program Manager	Manage list of key supplier relationships at facility-level	
Execute review process	PEO	Hold performance dialogues	
	Equipment Program Manager	Spearhead performance dialogues in coordination with other relevant stakeholders	
	PEO, VAMC Equipment Program Manager	Identify and track follow-up action items	
	PEO, VAMC Equipment Program Manager	Monitor supplier improvement	