

Vendor Performance Scorecard

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Company & Contact	SMART LINES INDUSTRIAL & SERVICES COMPANY	Mr. Mahmoud Hossain	0581315747 contact@alkhutoot.com	Date	5-Aug-25
Local Agent	Yes			Country	Saudi Arabia
Product	Electrical Installation Services-Wadi Al-Dhahran, Senaeya-2				

Vendor Performance Evaluation	Below Expectations	Frequently Misses Expectations	Mostly Meets Expectations	Consistently Meets Expectations	Exceeds Expectations	Not Applicable	OVERALL SCORE
	1	2	3	4	5	0	
Quality and Safety							11/15
Proactive in its review of statutes, regulations, codes and by-laws affecting the project?				4			4
Implementation of appropriate safety practices throughout the duration of the contract/project			3				3
Performance with respect to quality, health, safety and environment.				4			4
Project/Account Management							21/30
Prompt and effective at addressing client requests and incorporating requested changes into the scope of work.				4			4
Project Account Lead effectively managed and coordinated the project delivery.		2					2
Project Account Lead facilitated regular site meetings as per the requirements outlined at time of award.			3				3
Project Account Lead advised Client of required adjustments to budget and schedule as a result of changes in client requirements and market				4			4
Vendor rendered findings with a reasonable time on claims, disputes and other matters relating to execution or performance for the work outlined in				4			4
Vendor responded in a timely manner to all questions and issues pertaining to the project				4			4
Schedule							11/15
Vendor was able to maintain stated project deadlines			3				3
Vendor was diligent at communicating progress on the project and providing updates				4			4
Vendor was proactive at addressing and resolving project issues per the agreed schedule				4			4
General							11/15
Vendor issued complete invoices in a clear, accurate and organized format per agreed timelines to facilitate timely payment			3				3
Quality of overall work				4			4
Overall experience with vendors service				4			4
Total Overall Score (75)	54						

M/s Smart lines, Good performance in execution of works, Financially weak, recommended for future projects

Please indicate any suggestions for improvement or comment on any topics not covered above.

Project Manager (Signature) _____ Engr. Aurangzeb, Engr. Ameen Basharat
Project Manager (Digital) _____


