**Supplier Journey**

**Review Meeting Template**

**Meeting Participants**

**Name Organisation Position**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Owner Name | Organisation | Action Item | Status | Timescales |
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|  |  |  |  |  |

**1. Action Items from Previous Meeting**

**1. Action Items from Previous Meeting**

|  |  |  |
| --- | --- | --- |
| Demand Side | Contract Manager (CM) | Supply Side |
|  |  |  |

**Balance Scorecard**

Reporting: Q4Y2

|  |  |  |  |
| --- | --- | --- | --- |
|  | Demand Side | CM | Supply Side |
| **Quality** |  |  |  |
| Fit for Purpose |  |  |  |
|  |  |  |  |
| Continual Improvement/innovation |  |  |  |
| Change Management |  |  |  |
| **Service** |  |  |  |
| Communication |  |  |  |
| Education/Training |  |  |  |
| Lead Time/Delivery Time |  |  |  |
| On Time Delivery against Objectives |  |  |  |
| Accuracy |  |  |  |
| Ownership/Involvement |  |  |  |
| **Sustainability** |  |  |  |
| Corporate Social Responsibility |  |  |  |
| Prompt Payment of Supply Chain |  |  |  |
| **Cost** |  |  |  |
| Pricing Stability |  |  |  |
| Invoice Accuracy |  |  |  |
| Cost Reduction Initiatives |  |  |  |

|  |  |  |
| --- | --- | --- |
| Demand Side | CM | Supply Side |
| 66 | 73 | 88 |

|  |  |  |
| --- | --- | --- |
| Demand Side | CM | Supply Side |
| 63 | 55 | 87 |

**Q1Y2**

**Q4Y1**

**Q3Y2**

**Q2Y2**

|  |  |  |
| --- | --- | --- |
| Demand Side | CM | Supply Side |
| 65 | 68 | 73 |

|  |  |  |
| --- | --- | --- |
| Demand Side | CM | Supply Side |
| 65 | 63 | 87 |

**KPIs**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| KPI | Measurement | Actual Performance Over Last 4 Quarters | | | |
| Current Qtr | CQ - 1 | CQ - 2 | CQ - 3 |

**Customer Performance**

Issues impacting (or with the potential to impact) the Suppliers ability to fulfil their contractual obligations.



**Key Improvement Areas**

|  |  |  |
| --- | --- | --- |
| issue | Responsibility | Timescales |
| **General Performance Issues** | | |
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| **Cost Issues/Opportunities** | | |
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| **Process Issues/Opportunities** | | |
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| **CSR Issues/Opportunities** | | |
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| **Innovation/Value Add Issues/Opportunities** | | |
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