

# ISU Vendor Scorecard

Vendor: McKesson

Review Period: Jan-December 2019

Previous Score: N/A

Meets Expectations
Needs Improvement
Expectations Not Met - Action Needed



Metric	Target	Actual	Score	Comments
<b>Contract Compliance</b>				
Delivery	In-stock orders are received within the 7-14 business day timeframe	100%	Yes	
Savings Initiatives	Bi-annual communication to review CORE pricing list - Yes/No	Yes	Yes	
Reporting Compliance	Detailed reporting as requested is supplied in a timely manner - Yes/No	Yes	Yes	

## Pricing

Pricing Audit	100% Compliance with randomly selected items	100%	Yes		
Invoice Accuracy	Fewer than 2 invoice errors per month (24 annually)	<=24	No		Tracking what comes through Procurement

## Customer Satisfaction

Responsiveness	Dedicated account team and account executives are knowledgeable, responsive and timely in completion of requests 0-64% / 65-79% / 80-100% user satisfaction	> 80%	Yes		Survey procurement & top buyers
Customer Service	Overall customer service satisfaction including order fulfillment and accuracy 0-64% / 65-79% / 80-100%	> 80%	Yes		Survey top buyers
Annual Vendor Fair	In-person participation is required - Yes/No	Yes	Yes		

## Catalog Functionality

Ease of Use	Overall user satisfaction on ease of use of online catalog 0-64% / 65-79% / 80-100%	> 80%	Yes		Survey top buyers
Catalog Availability	Online catalog is available sometimes/most times/always	Always	Always		Procurement tracks

**Overall Score** 100%