

EGP Supplier Performance Scorecard (SPS)

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Category	Quality
Questions	
Q1	How does the supplier's quality/performance meet the specified requirements?
Q2	Does the supplier provide reporting and documentation on invoicing according to Erste Group's needs?
Q3	Does the supplier proactively demonstrate efforts to continuously improve their product/service quality and to drive innovation?
Q4	Does the supplier offer enough qualified personnel to meet Erste Group's needs throughout the whole collaboration period?
Q5	Quality of communication between supplier and customer (constructive and efficient cooperation)

Category	Lead time
Questions	
Q1	On time delivery of services/goods according to contractual agreement
Q2	Overall timeliness/punctuality (e.g. project timelines, non-contractual commitments)
Q3	Supplier's process for handling quality issues/complaints in a timely manner by providing corrective actions and implementing resolutions

Category	Commercial
Questions	
Q1	Did the supplier generate Cost Reduction & Cost Avoidance?
Q2	Supplier's professionalism and flexibility during and after tenders and negotiations
Q3	Does the supplier offer payment terms according to Erste Group's needs?
Q4	Does the supplier have a dedicated Account Management Team, dedicated Account Manager or Executive Sponsor?
Q5	Does the supplier proactively identify Cost Reduction/Cost Avoidance within the collaboration?

For all questions there is a drop-down list for selecting values with a mandatory comment for the best and worst grade (except for the values in questions 1 and 2 within the commercial part):

- Exceptional - Role model
- Exceeds expectations
- Meets expectations
- Partially meets expectations
- Does not meet expectations