# Balanced scorecard

### How to use thIS TEMPLATE

* Complete this scorecard collaboratively with your supplier/provider to measure satisfaction with the relationship. Decide together how often you will complete this activity.
* You can use meeting notes and relevant completed SRM templates. It is beneficial to complete a RACI chart and Joint Business Plan prior to this step. These documents can be used to measure how the relationship is doing in this scorecard template.
* Score the various aspects of the relationship, taking a holistic view of each.

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| Scorecard descriptor | What to consider |
| Risk summary | Key elements from the risk log |
| Initiatives summary | Progress against initiatives via their pre-determined milestones (check your RACI or JBP for these) |
| Performance summary | Performance of initiatives against any predetermined metrics  |
| Benefits delivered | Status of expected vs actual benefits |
| Governance summary | Key meeting outcomes and escalations |

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| RAG status key |
| Green - on track & progressing as expected |
| Amber - on track, but potential issues or risks need monitoring |
| Red - significant issues or delays that require immediate action |

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| BALANCED SCORECARD |
|  | **Score (1-5)** | **Reasoning** |
| Overall impression of supplier relationship management (SRM) for this relationship so far |  |  |

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|  | Main highlights | Key concerns (if any) | RAG status | Next steps |
| Risk summary |   |  | Green |  |
| Initiatives summary |  |  | Green |  |
| Performance summary |  |  | Amber  |  |
| Benefits delivered |  |  | Red |  |
| Governance summary |  |  | Amber |  |