

SUPPLIER RELATIONSHIP SCORECARD

How Strong Are Your Supplier Partnerships?

I built this scorecard for the manufacturers and plant leaders I work with, the ones who know their numbers cold but have never put a number on the relationships behind those numbers. Pick your five most important suppliers below. Rate each category from 1 (needs improvement) to 5 (excellent), and be honest. The goal isn't a perfect score. It's a clearer picture of where to invest your attention next.

Score Your Top Five Suppliers

Category	Supplier A	Supplier B	Supplier C	Supplier D	Supplier E
Product Quality					
On-Time Delivery					
Communication					
Responsiveness					
Problem Solving					
Innovation & Ideas					
Flexibility During Emergencies					
Trust					
Ease of Doing Business					
Overall Partnership					

Scale: 1 = Needs Improvement 5 = Excellent

Reflection Questions

1. Which supplier consistently exceeds expectations?
2. Which relationship has become purely transactional?
3. Who deserves a thank-you call this week?
4. Which supplier could become a stronger strategic partner if you communicated more often?
5. What could you do to become a better customer?

Your Next Step

Pick one supplier this week. Pick one action below. Then actually do it.

- ☐ Send a handwritten thank-you note.
- ☐ Call their manager to recognize an outstanding employee.
- ☐ Schedule a lunch or virtual coffee.
- ☐ Ask, "What can we do to make your job easier?"
- ☐ Share positive feedback with your leadership team.

Final Thought

Purchase orders keep a supply chain running for a quarter. Partnerships keep it running for a decade.

A two-minute phone call costs you nothing. A relationship you let go cold can cost you everything, right when you can least afford it.