



Supplier Scorecard	Weight	Rating	Total	Comments
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Vender: Northstar Construction Services

1= NO OPINION    2=POOR    3=FAIR    4= GOOD    5= VERY GOOD

1) CUSTOMER FOCUS How effective are they in responding to your needs?	10	4	40	STRENGTHS: Very responsive, great communication AREA FOR IMPROVEMENT:
2 )TIMELINESS: How effectively do they meet deadlines and deliverables?	15	4	60	STRENGTHS: Contractor has met scheduled demands AREA FOR IMPROVEMENT:
3 ) QUALITY How effective are they in providing services that consistently meet your requirements	15	4	60	STRENGTHS: Quality of their work is excellent, best roofing company Jim Begley has used. AREA FOR IMPROVEMENT:
4 ) EFFICIENCY How effective are they in being technically resourceful in regards to handling your issues?	5	5	25	STRENGTHS: Jim has worked through a number of difficult areas to roof and they have consistently provided excellent assistance in working through the best option for the problem AREA FOR IMPROVEMENT:
5 ) COMMUNICATIONS How effective are they in COMMUNICATING AND LISTENING?	5	5	25	STRENGTHS: They have a great foreman team, all are highly proficient and communicate excellent with our GE clients. Normally Jim doesn't ask contractors to speak with GE personnel, but their foreman are excellent and have provided great communication to our customer AREA FOR IMPROVEMENT:
6 ) INNOVATION How successful are they in helping generate solutions into your work situations? How successful are they in integrating solutions to your work process?	5	4	20	STRENGTHS: The management team has a great deal of experience and are very helpful in resolving field modifications to the design as needed AREA FOR IMPROVEMENT:
7 ) TRUST Have they earned your confidence in meeting your needs?	5	4	20	STRENGTHS: The management team has a great deal of experience and are very helpful in resolving field modifications to the design as needed AREA FOR IMPROVEMENT:
8 ) TEAMWORK Have effectively they utilize teams/works groups to accomplish organizational goals?	5	4	20	STRENGTHS: The one area where trust is most important is when there are changes in scope and they have to be one of our top contractors in regards to extremely fair pricing on change orders AREA FOR IMPROVEMENT:
9 ) COST COMPETITIVENESS Have effective are they in a competitive bid situation?	15	4	60	STRENGTHS: Extremely competitive, and they are utilized for general maintenance projects on a TM basis and pricing has always been within reason AREA FOR IMPROVEMENT:
10 ) PERFORMANCE RATING OVERALL PERFORMANCE	20	4	80	AREA FOR IMPROVEMENT:
<b>TOTAL</b>			<b>410</b>	

Submitted By:  
Jim Begley  
Ed Urbanski  
Julie Ouellette

Date  
5/8/2008  
5/8/2008  
5/8/2008

Company Reviewed:  
Attendee's Signatures and Date  
1.)  
2.)  
3.)

Next Review Date: May 2009  
Supplier Signature

