

OpsPilot

Vendor Scorecard — User Manual

Multi-Dimensional Supplier Performance · AI Engineering Co-Pilot



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What this guide covers — what a vendor scorecard is, how the OpsPilot module builds a defensible one, what to have ready, and the output you receive.

1. What is a vendor scorecard?

A vendor scorecard measures supplier performance across the dimensions that actually matter — and modern procurement has learned that quality, delivery and cost alone are not enough. A supplier that's cheap and on time but carries a modern-slavery risk in its chain, or is financially fragile, or has a poor HSE record, is not actually a good supplier. The scorecard makes performance multi-dimensional and weights each dimension by how critical that supplier is.

OpsPilot scores across up to ten dimensions — *Quality, Delivery, Cost, Service, Innovation, HSE, Sustainability, Supply-Chain Risk, Modern-Slavery compliance and Financial Stability* — and classifies each supplier into a tier (Strategic / Preferred / Approved / Probationary / Conditional), per ISO 9001 cl.8.4, ISO 20400, IATF 16949 and the applicable modern-slavery legislation.

2. What the OpsPilot module does

Role	Responsibility
AI Coach — Procurement Manager (OpsPilot)	Structures a defensible scorecard — criticality-weighted scoring across the ten dimensions and tier classification — so supplier decisions rest on more than price and punctuality.
Procurement / Supply-Chain Lead (you)	Provide the supplier data, the performance history and the criticality of what they supply — and you make the commercial decisions the scorecard informs.

3. What you will be asked — have this ready

- The supplier(s) and what they provide, and how critical that supply is.
- Performance data across the dimensions — quality records, on-time delivery, cost, service, HSE.
- Compliance and risk information — sustainability, modern-slavery declarations, financial stability.

- The weighting you want — which dimensions matter most for this supplier.

4. What you receive — the output

A complete Vendor Scorecard (Word): criticality-weighted scores across the ten dimensions, an overall rating, the tier classification (Strategic / Preferred / Approved / Probationary / Conditional), and the basis for each score — a defensible record for supplier reviews and decisions.

5. Worked example (illustrative)

Two suppliers of the same component score identically on the old three dimensions — both good on quality, delivery and cost. The multi-dimensional scorecard separates them: the first has a clean modern-slavery declaration, strong HSE and solid financials; the second has an unverified subcontractor chain, a recent safety incident and signs of financial stress. Weighted for a critical component, the first lands as Preferred and the second as Probationary — with conditions to address the gaps before more business is placed. Price and punctuality alone would have called them equal; the scorecard shows they're not, and gives a defensible basis for favouring the first.

6. Getting the best result

- **Score more than price and delivery.** The cheap, punctual supplier with a hidden risk is not the best supplier.
- **Weight by criticality.** A strategic supplier warrants deeper scrutiny than a commodity one.
- **Include compliance and risk.** Modern-slavery and financial-stability gaps are real exposures.
- **Use the tiers to act.** Probationary and Conditional ratings should carry conditions, not just labels.

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