

ProEdge, Inc. Supplier Evaluation Form

Vendor: Automated Scale Corporation

Product or Service Supplied: Scale Calibration and Service

Evaluation Period: Jan 2008 through May 2009

Evaluation Date: 05/28/2009

1.) Does the supplier's product or service meet our requirements and specifications?

- 4 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

2.) Do lead times meet our requirements? Do they deliver when promised?

- 4 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

ASC offers same day service when required.

3.) Does the supplier "Partner" (Customer, Tech support, Cost program) with ProEdge?

- 4 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

We recently saved the cost of a service call because ACS walked us through a routine and common repair over the phone.

4.) Is supplier's pricing competitive?

- 4 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

ProEdge, Inc. Supplier Evaluation Form

5.) Does the supplier notify us of potential problems (technical, delivery) and are problems resolved in a timely manner?

- 4 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

6.) Is billing timely and accurate?

- 3 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

7.) Are quotations timely and accurate?

- 4 Yes (4 points)
 No (0 points)
 Occasionally (1 or 2 points)

Comments:

Overall Rating: 27/28

Areas in which the supplier excels:

Service is professional, competent and friendly. ASC gets the job done without trying to sell us a service that is not required.

Areas we would like to see improvement:

The billing format can be confusing because the finance charges are listed as a line item and included in the total even before the bill is due. We paid it in error and had to void the check.