

FREE FACILITIES & PROPERTY VENDOR TEMPLATE

Vendor Performance Checklist

Use this 60-point checklist to evaluate facilities and property vendors across onboarding, SLAs, quality, PM delivery, safety, documentation, communication, commercial performance, corrective action, scorecards, and renewal decisions.

Vendor / service

Review period

Property / portfolio

Contract owner / reviewer

Internal Facilities & Property template. Apply current contracts, SLAs, approved-vendor rules, insurance and qualification requirements, site safety rules, commercial terms, and procurement governance as controlling references.

1. Vendor profile, contract scope, service ownership, criticality, and review readiness

- 1
- Confirm the vendor name, service category, contract or PO reference, property or portfolio scope, review period, and responsible internal owner are recorded.
- CRITICAL
- VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Start with the commercial and operational scope. The scorecard should reflect the services the vendor is actually contracted to deliver, the locations covered,...

- 2
- Verify the agreed statement of work, service levels, frequencies, response times, deliverables, exclusions, and escalation contacts are current and available.
- CRITICAL
- VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Start with the commercial and operational scope. The scorecard should reflect the services the vendor is actually contracted to deliver, the locations covered,...

- 3
- Classify the vendor or service by operational criticality, safety impact, occupant impact, asset dependency, financial exposure, or other approved criteria.
-
- VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Start with the commercial and operational scope. The scorecard should reflect the services the vendor is actually contracted to deliver, the locations covered,...

- 4
- Review previous scorecards, complaints, service failures, repeat defects, missed visits, safety findings, invoice disputes, and open corrective actions before scoring.
-
- VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Start with the commercial and operational scope. The scorecard should reflect the services the vendor is actually contracted to deliver, the locations covered,...

- 5
- Confirm property, facilities, engineering, EHS, procurement, finance, and business stakeholders relevant to the service are identified for evidence or feedback.
-
- VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Start with the commercial and operational scope. The scorecard should reflect the services the vendor is actually contracted to deliver, the locations covered,...

- 6
- Record vendor, service scope, review period, property or portfolio, contract owner, vendor manager, reviewer, and next review date.
-
- VENDOR

FINAL RATING | Enter

CONTRACT OWNER | Enter

MANAGEMENT APPROVAL | Enter

Execution tip: Start with the commercial and operational scope. The scorecard should reflect the services the vendor is actually contracted to deliver, the locations covered,...

2. Onboarding, qualifications, insurance, licences, competence, and approved-vendor controls

7

Confirm the vendor remains approved under the organization's procurement, contractor, facilities, or supplier-management process.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Do not treat onboarding as a one-time paperwork exercise. Required licences, insurance, qualifications, competency evidence, and approved-vendor status...

8

Verify required business licences, trade licences, certifications, permits, registrations, insurance policies, and statutory documents are current where applicable.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Do not treat onboarding as a one-time paperwork exercise. Required licences, insurance, qualifications, competency evidence, and approved-vendor status...

9

Confirm technicians, engineers, cleaners, guards, operators, inspectors, or other vendor personnel hold the required competence, training, trade qualifications, or authorizations for assigned work.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Do not treat onboarding as a one-time paperwork exercise. Required licences, insurance, qualifications, competency evidence, and approved-vendor status...

10

Check subcontractors used by the vendor are disclosed and controlled according to contract, qualification, insurance, safety, and approval requirements.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Do not treat onboarding as a one-time paperwork exercise. Required licences, insurance, qualifications, competency evidence, and approved-vendor status...

11

Verify vendor personnel have completed required site induction, access control, security, safety, privacy, or property-specific orientation before work.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Do not treat onboarding as a one-time paperwork exercise. Required licences, insurance, qualifications, competency evidence, and approved-vendor status...

12

Record expired or missing vendor documents, qualification gaps, unauthorized subcontractors, or onboarding deficiencies requiring restriction or corrective action.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Do not treat onboarding as a one-time paperwork exercise. Required licences, insurance, qualifications, competency evidence, and approved-vendor status...

3. Service delivery, SLA compliance, attendance, response time, completion, and availability

13

Confirm scheduled visits, inspections, cleaning rounds, maintenance tasks, security posts, technical services, or other recurring deliverables were completed at the agreed frequency.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Score performance against the agreed service level, not against informal expectations. Use dispatch times, attendance logs, work orders, downtime, completion...

14

Verify reactive callouts, breakdowns, urgent defects, complaints, and critical incidents met contracted acknowledgement, attendance, and response-time targets.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Score performance against the agreed service level, not against informal expectations. Use dispatch times, attendance logs, work orders, downtime, completion...

15

Check work orders or service tickets include arrival, departure, technician, activity, asset or location, findings, status, and completion evidence as required.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Score performance against the agreed service level, not against informal expectations. Use dispatch times, attendance logs, work orders, downtime, completion...

16

Review missed visits, late attendance, no-shows, rescheduling, incomplete work, premature ticket closure, or recurring inability to provide required coverage.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Score performance against the agreed service level, not against informal expectations. Use dispatch times, attendance logs, work orders, downtime, completion...

17

Confirm agreed service hours, on-call coverage, spare-personnel arrangements, escalation availability, and holiday or after-hours coverage are provided where contracted.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Score performance against the agreed service level, not against informal expectations. Use dispatch times, attendance logs, work orders, downtime, completion...

18

Calculate or record SLA achievement, missed-service events, late responses, open jobs, service availability, and any agreed performance deductions or credits.

VENDOR

FINAL RATING | Enter

CONTRACT OWNER | Enter

MANAGEMENT APPROVAL | Enter

Execution tip: Score performance against the agreed service level, not against informal expectations. Use dispatch times, attendance logs, work orders, downtime, completion...

4. Work quality, technical standards, first-time fix, workmanship, and defect recurrence

19

Confirm completed vendor work meets the agreed technical, cleaning, security, maintenance, construction, or service-quality standard for the property.

CRITICAL

VENDOR

Meets target

Needs action

Critical

LIVE PHOTO | Add

Execution tip: A completed work order is not evidence of quality. Inspect the outcome, verify technical standards, and look for repeat failures, call-backs, temporary fixes, and...

20

Verify repairs, servicing, installations, cleaning, inspections, or other work are complete, functional, safe, and free from obvious workmanship defects.

CRITICAL

VENDOR

Meets target

Needs action

Critical

LIVE PHOTO | Add

Execution tip: A completed work order is not evidence of quality. Inspect the outcome, verify technical standards, and look for repeat failures, call-backs, temporary fixes, and...

21

Review first-time-fix performance, call-backs, repeat visits, repeat breakdowns, repeat complaints, rework, and defects occurring soon after vendor completion.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A completed work order is not evidence of quality. Inspect the outcome, verify technical standards, and look for repeat failures, call-backs, temporary fixes, and...

22

Confirm the vendor uses approved materials, parts, consumables, methods, tools, and manufacturer or property requirements where applicable.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A completed work order is not evidence of quality. Inspect the outcome, verify technical standards, and look for repeat failures, call-backs, temporary fixes, and...

23

Check temporary repairs, bypasses, substitutions, incomplete restoration, cosmetic damage, poor housekeeping, or other compromises are documented and formally approved where allowed.

CRITICAL

VENDOR

Meets target

Needs action

Critical

LIVE PHOTO | Add

Execution tip: A completed work order is not evidence of quality. Inspect the outcome, verify technical standards, and look for repeat failures, call-backs, temporary fixes, and...

24

Record recurring workmanship weaknesses by technician, service type, asset class, property, subcontractor, or failure mode for corrective action.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A completed work order is not evidence of quality. Inspect the outcome, verify technical standards, and look for repeat failures, call-backs, temporary fixes, and...

5. Preventive maintenance delivery, asset care, inspections, service reports, and defect escalation

25

Confirm contracted preventive-maintenance visits were completed against the current asset list, approved frequencies, and required task content.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: For maintenance vendors, audit the actual PM task and asset condition - not just the calendar. Defects found during service should become visible follow-up work...

26

Verify service reports identify asset ID, location, technician, maintenance performed, readings, condition, parts used, defects found, and recommended follow-up where applicable.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: For maintenance vendors, audit the actual PM task and asset condition - not just the calendar. Defects found during service should become visible follow-up work...

27

Check vendor PM work follows applicable manufacturer instructions, service standards, statutory checks, specialist requirements, or approved maintenance procedures.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: For maintenance vendors, audit the actual PM task and asset condition - not just the calendar. Defects found during service should become visible follow-up work...

28

Confirm critical defects found during PM are promptly escalated to the property owner and not hidden inside routine service notes.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: For maintenance vendors, audit the actual PM task and asset condition - not just the calendar. Defects found during service should become visible follow-up work...

29

Verify vendor-raised defects are converted into owned work orders, quotations, specialist assessments, replacement plans, or interim controls as appropriate.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: For maintenance vendors, audit the actual PM task and asset condition - not just the calendar. Defects found during service should become visible follow-up work...

30

Review repeat failures after vendor PM for evidence that maintenance frequency, task quality, diagnosis, parts quality, or asset condition needs a deeper reliability review.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: For maintenance vendors, audit the actual PM task and asset condition - not just the calendar. Defects found during service should become visible follow-up work...

6. Safety, permits, site conduct, PPE, isolation, housekeeping, and incident performance

31

Confirm vendor personnel follow required site safety rules, inductions, permits, safe-work methods, PPE, access restrictions, and supervision requirements.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Vendor performance includes how the work is carried out. Site rules, permits, isolation, PPE, access control, housekeeping, and incident reporting should be...

32

Verify electrical, mechanical, pressure, height, hot-work, confined-space, lifting, chemical, or other higher-risk tasks use the required authorization and isolation controls.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Vendor performance includes how the work is carried out. Site rules, permits, isolation, PPE, access control, housekeeping, and incident reporting should be...

33

Inspect vendor work areas for barricading, signage, housekeeping, cable or hose management, storage, waste, tools, and protection of occupants and property.

CRITICAL

VENDOR

Meets target

Needs action

Critical

LIVE PHOTO | Add

Execution tip: Vendor performance includes how the work is carried out. Site rules, permits, isolation, PPE, access control, housekeeping, and incident reporting should be...

34

Confirm vendor incidents, injuries, near misses, property damage, spills, security breaches, or unsafe conditions are reported promptly through the required property process.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Vendor performance includes how the work is carried out. Site rules, permits, isolation, PPE, access control, housekeeping, and incident reporting should be...

35

Review safety observations, permit violations, repeated PPE issues, unauthorized work, poor supervision, unsafe subcontractor activity, and previous EHS corrective actions.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Vendor performance includes how the work is carried out. Site rules, permits, isolation, PPE, access control, housekeeping, and incident reporting should be...

36

Record vendor safety performance, serious findings, incident recurrence, open EHS actions, and any work restrictions, suspension, or escalation required.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Vendor performance includes how the work is carried out. Site rules, permits, isolation, PPE, access control, housekeeping, and incident reporting should be...

7. Documentation, compliance records, certificates, data quality, and work-order evidence

37

Confirm required service reports, inspection sheets, test results, certificates, permits, photos, measurements, checklists, and completion records are submitted on time.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A strong vendor should leave a usable service trail. Missing certificates, vague service reports, reused photos, incomplete readings, and unsigned work orders...

38

Verify records identify the correct property, asset, date, technician, work performed, result, defects, parts, approvals, and follow-up where applicable.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A strong vendor should leave a usable service trail. Missing certificates, vague service reports, reused photos, incomplete readings, and unsigned work orders...

39

Check compliance certificates, statutory inspection reports, calibration evidence, test records, disposal notes, or specialist documents are current and traceable where required.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A strong vendor should leave a usable service trail. Missing certificates, vague service reports, reused photos, incomplete readings, and unsigned work orders...

40

Review whether vendor evidence is legible, specific, attributable, complete, and consistent with the actual work observed rather than generic or copied.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A strong vendor should leave a usable service trail. Missing certificates, vague service reports, reused photos, incomplete readings, and unsigned work orders...

41

Confirm property systems, CMMS, helpdesk, document repositories, or vendor portals are updated with final work status and required attachments.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A strong vendor should leave a usable service trail. Missing certificates, vague service reports, reused photos, incomplete readings, and unsigned work orders...

42

Record late, missing, inaccurate, duplicated, inconsistent, or unverifiable vendor documentation as a scored performance issue.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: A strong vendor should leave a usable service trail. Missing certificates, vague service reports, reused photos, incomplete readings, and unsigned work orders...

8. Communication, escalation, stakeholder service, complaint handling, and corrective action

43

Confirm the vendor provides clear points of contact for routine service, emergencies, technical escalation, commercial issues, and management review.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Measure communication when things go wrong, not only when service is routine. Good vendors escalate early, explain impact clearly, own recovery, and close...

44

Verify service disruptions, delays, missed visits, parts shortages, safety issues, access problems, and scope changes are communicated promptly with recovery plans.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Measure communication when things go wrong, not only when service is routine. Good vendors escalate early, explain impact clearly, own recovery, and close...

45

Review occupant, tenant, customer, facilities, security, operations, or management complaints for response quality, ownership, closure time, and recurrence.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Measure communication when things go wrong, not only when service is routine. Good vendors escalate early, explain impact clearly, own recovery, and close...

46

Confirm major or repeat service failures receive documented root-cause analysis and corrective action when required by the contract or internal escalation criteria.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Measure communication when things go wrong, not only when service is routine. Good vendors escalate early, explain impact clearly, own recovery, and close...

47

Verify agreed corrective actions have owners, due dates, evidence, status, and effectiveness review rather than remaining as meeting notes or verbal commitments.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Measure communication when things go wrong, not only when service is routine. Good vendors escalate early, explain impact clearly, own recovery, and close...

48

Assess professionalism, responsiveness, technical clarity, cooperation, meeting attendance, escalation discipline, and overall stakeholder confidence in the vendor.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Measure communication when things go wrong, not only when service is routine. Good vendors escalate early, explain impact clearly, own recovery, and close...

9. Commercial performance, quotations, invoices, variation control, cost transparency, and value

49

Confirm invoices match approved work orders, service periods, contract rates, agreed attendance, completed tasks, parts, and supporting evidence.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Commercial control should connect to service evidence. Charges, quotations, variations, parts, call-outs, overtime, and credits should be traceable to approved...

50

Verify quotations clearly identify scope, labour, materials, parts, assumptions, exclusions, taxes, validity, lead time, and any warranty or service implications.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Commercial control should connect to service evidence. Charges, quotations, variations, parts, call-outs, overtime, and credits should be traceable to approved...

51

Check variations, additional work, emergency charges, overtime, call-out fees, substitutions, and scope changes receive required approval before billing where practical.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Commercial control should connect to service evidence. Charges, quotations, variations, parts, call-outs, overtime, and credits should be traceable to approved...

52

Review disputed invoices, duplicate charges, unsupported parts, repeated emergency charges, avoidable call-outs, and recurring cost overruns for vendor-performance impact.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Commercial control should connect to service evidence. Charges, quotations, variations, parts, call-outs, overtime, and credits should be traceable to approved...

53

Confirm service credits, deductions, penalties, retentions, rebates, or other contractual remedies are applied consistently where performance criteria require them.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Commercial control should connect to service evidence. Charges, quotations, variations, parts, call-outs, overtime, and credits should be traceable to approved...

54

Assess whether the vendor is delivering reasonable value based on service quality, reliability, responsiveness, lifecycle impact, technical capability, and total cost - not price alone.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Commercial control should connect to service evidence. Charges, quotations, variations, parts, call-outs, overtime, and credits should be traceable to approved...

10. Scorecard, trends, corrective-action closure, business review, renewal decision, and sign-off

55

Score the vendor against the approved categories such as SLA delivery, quality, safety, compliance, documentation, responsiveness, commercial performance, and stakeholder service.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Use the final review to make a forward-looking decision. Strong scores should be supported by evidence, while repeated service, safety, quality, or commercial...

56

Trend repeat failures, missed SLAs, safety findings, call-backs, complaints, overdue actions, documentation gaps, invoice disputes, and service credits across review periods.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Use the final review to make a forward-looking decision. Strong scores should be supported by evidence, while repeated service, safety, quality, or commercial...

57

Confirm open vendor corrective actions from previous reviews are completed and their effectiveness is verified before they are treated as closed.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Use the final review to make a forward-looking decision. Strong scores should be supported by evidence, while repeated service, safety, quality, or commercial...

58

Identify improvement priorities, resources, technical changes, training, staffing, spare-parts needs, process changes, or governance actions required for the next period.

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Use the final review to make a forward-looking decision. Strong scores should be supported by evidence, while repeated service, safety, quality, or commercial...

59

Use evidence from the scorecard to support approved-vendor status, performance improvement plans, contract extension, scope change, tendering, suspension, or renewal decisions.

CRITICAL

VENDOR

Vendor item	Score / status	Owner	Evidence / KPI	Action
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Execution tip: Use the final review to make a forward-looking decision. Strong scores should be supported by evidence, while repeated service, safety, quality, or commercial...

60

Record final vendor rating, critical open risks, overdue actions, commercial issues, renewal recommendation, next review date, contract owner, facilities owner, procurement reviewer, and management approval.

CRITICAL

VENDOR

FINAL RATING | Enter

CONTRACT OWNER | Enter

MANAGEMENT APPROVAL | Enter

Execution tip: Use the final review to make a forward-looking decision. Strong scores should be supported by evidence, while repeated service, safety, quality, or commercial...