

Supplier Scorecard

Supplier Information Guide

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| About this document | With the scorecard, Elia provides you with feedback following the quality of the products or services delivered. This document gives you more information on the scorecard used by Elia available on the Ariba platform. |
| Version | Version 1, 05/01/2016 |
| Read more | Participating in an Elia sourcing event. Participating in an Elia reverse auction |

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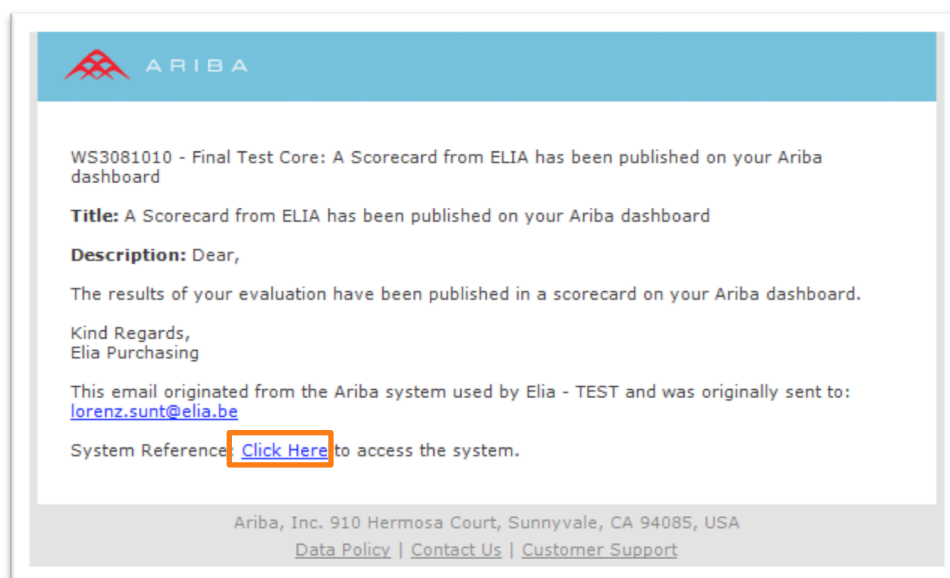
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1 Access you scorecard

1.1 Via the notification e-mail

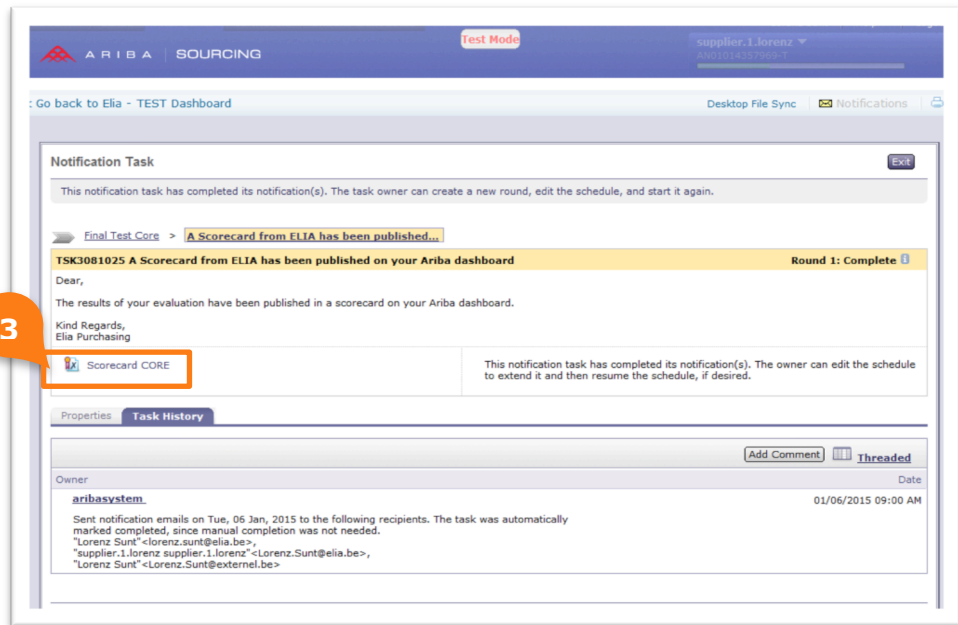
Each time a new scorecard is published, you receive an e-mail notification.

- 1 Click on **Click here** to access the Ariba platform.



- 2 Login to Ariba.
You are directed to the notification.

- 3 Click **the scorecard title** and select **Open**.

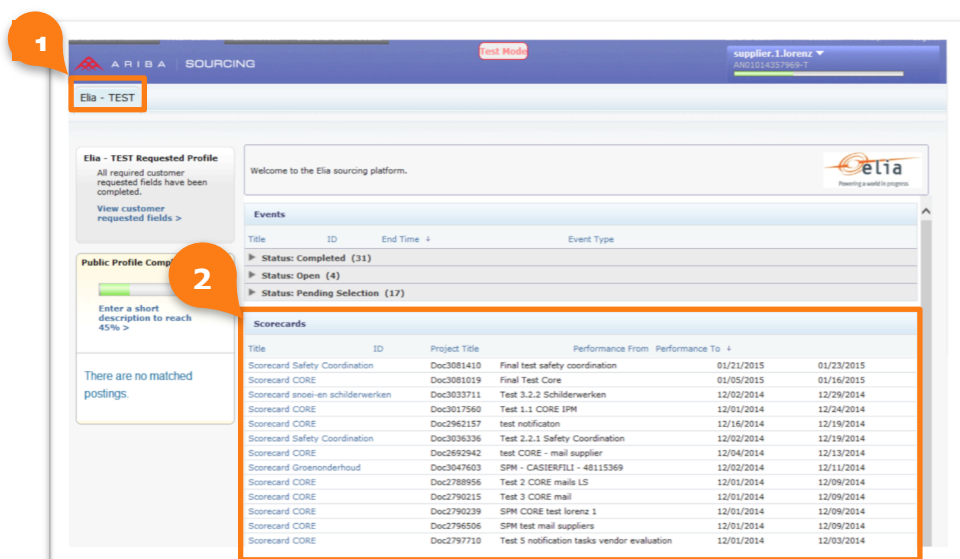


1.2 Via the Elia sourcing Dashboard

On the Elia Sourcing Dashboard you can find all sourcing events for which you have been invited by Elia.

Beneath the sourcing events you find your scorecards.

- 1 If you are connected to multiple companies, make sure you click on the **Elia tab** beforehand.
- 2 Click on **the name of the scorecard** to open it.



2 Read your scorecard

On this page, you find the following information:

- 1 The **Performance Period** covered by the scorecard.
- 2 The **Total Score** you obtained.
The **Section Score** based on the different sections of the event.
The **Question Score** represents the score for each individual question.
- 3 The **Weight** indicates how much the question scores contribute to the section scores as well as the section scores to your total score.

Scorecard PO48123... TR40774-Dinant-SupplierX

Review your scorecard... attention to those grades highlighted as being below the target grade. Note, the owner may not have granted you full ...

supplier.1.lorenz Performance from 01/14/2015 to 01/31/2015

| Name | Weight | Grade |
|--|--------|--------|
| Totals | 50 | 60.00% |
| 1 VEILIGHEID | 25 | 68.00% |
| 1.1 Termijn van overmaken van de tussentijdse risicoanalyses en werkvoorbereidingen | 5 | 75.00% |
| Value 75% | | |
| 1.2 Kwaliteit van de tussentijdse risicoanalyses en werkvoorbereidingen | 5 | 25.00% |
| Value 25% | | |
| 1.3 Substantieel collectieve verantwoordelijkheid bestuursmiddelen | 4 | |

3 Follow-up on your scorecard

We hope that with the information on the scorecard, you can improve your scores and services in the future.

However, if your scorecard score is lower than 70%, we urge you to take contact with your person of contact at Elia and to send us your improvement action plan including a timeline.

A copy of this plan needs to be sent to us no later than 2 months following the scorecard results. This will be reviewed by the Procurement Department.

4 Need help?

If you have questions about the scores you have received in a scorecard, please contact the responsible buyer.

For technical support, there is support in Dutch and French on weekdays from 9h to 17h on phone number +32 (0)2 700 68 67. Outside of these hours support remains available in English on weekdays.

Additional phone numbers for your country or region can be found [on the Ariba website](#).

More information can be found on the [Ariba Help page](#).