



EVALUATION OF EXTERNAL SERVICE PROVIDER

Service Provider's Information

Company Name : _____
 Company Address : _____
 Type of Service : _____
 Date of Service : _____

Please check (✓)

I. CRITERIA	II. RATING					Comments
	Excellent	Satisfactory	Generally Satisfactory	Unsatisfactory	Not Applicable	
1. Ability to adequately provide the services						
2. Quality of work completed						
3. Responsiveness						
4. Productivity						
5. Ability to work with others						
6. Adherence to the hospital's and executing agency's working regulations						
7. Others (specify): _____ _____						
III. OVERALL PERFORMANCE						

Reviewer's Comments: _____ _____ _____ _____	Date: _____
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Evaluated by: <i>(Immediate Service Officer / Implementor)</i> _____ Name and Signature _____ Designation _____ Area of Assignment	Action Recommended: <input type="checkbox"/> Retain <input type="checkbox"/> For further evaluation and referrals <input type="checkbox"/> Rescission of service	Date: _____
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Acknowledged by: _____ <i>Infection Prevention and Control Unit Staff</i>	Date: _____
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(back portion)

Narrative Descriptions of the Performance Evaluation Criteria

a) Ability to adequately provide the services

Were each of the contracted services are being provided and at the volume or quantity level specified?

b) Quality of work completed

Assess whether the quality of the service provider's outputs was fully satisfactory.

c) Responsiveness

Assess whether the service provider has been difficult to "do business with" or they have been non-responsive to change requests. This information can be used to improve relationship with the service provider or as bargaining tools in the next contract negotiation.

d) Productivity

Did the service provider complete all the tasks in the terms of reference? Were the service provider's written outputs complete?

e) Ability to work with others

Did the service provider maintain cordial relations with MRH staff?

f) Adherence to MRH's and executing agency's working regulations

Did the service provider work within MRH's and the executing agency's normal procedures and regulations?