

Vendor Performance Assessment

ABOUT THE CLIENT

One of the largest and fastest-growing automotive part manufacturing companies in India

BUSINESS NEED

A comprehensive and detailed Vendor Performance Assessment that focused on key performance indicators (KPIs) and metrics

BUSINESS CHALLENGE

Persistent deficiencies in vendor performance adversely impacted production continuity, operational efficiency, and profitability. The Company's significant dependence on outsourced raw materials and sub-assemblies, coupled with recurring quality issues and delivery delays, resulted in increased customer complaints, higher rework costs, production disruptions, and inventory management challenges.

OUR APPROACH

- 1 Performance Assessment:** Evaluated vendor performance across key dimensions, including quality, delivery, cost, and responsiveness, through lead-time variance analysis, rejection trend assessment, and cost-leakage reviews
- 2 Standardized Audit Framework** Designed and implemented a structured vendor audit methodology comprising on-site assessments, document reviews, process valuations, and data analytics.
- 3 Vendor Selection & Scoring Model:** Developed KPI-based vendor evaluation criteria and a weighted scoring framework aligned with business priorities and historical performance trends.

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Reporting, Remediation & Continuous Improvement: Established a structured reporting mechanism with action tracking, periodic performance reviews, and continuous enhancement of vendor management practices.

BUSINESS IMPACT & VALUE CREATION

The vendor performance assessment framework enabled the organization to strengthen vendor governance and improve supplier accountability. Enhanced monitoring of vendor quality and delivery performance contributed to improved production planning, reduced operational disruptions, and optimized inventory levels. Improved vendor performance resulted in timely customer deliveries, reduced customer complaints, and enhanced overall customer satisfaction and brand reputation.

ABOUT US

Valueonshore (“VOS”) Advisors is a global business advisory firm of Big 4 alumni and industry leaders, supporting financial executives on complex, high-impact matters across accounting, M&A, risk, and managed services. Founded in 2009, the firm has grown to ~400 professionals across the **U.S.**, **India**, and the **UAE**, serving mid-cap and high-growth companies as a trusted partner in navigating complexity and driving value.

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