

SOP: Local Vendor Partnering and Service Verification

This SOP defines the process for **local vendor partnering and service verification**, including criteria for selecting local vendors, establishing partnership agreements, verifying service quality and compliance, monitoring vendor performance, managing communication and feedback, and ensuring accountability. The purpose is to create reliable vendor relationships, guarantee service standards, and enhance operational efficiency through thorough verification and consistent evaluation.

1. Scope

This SOP applies to all departments involved in vendor selection, management, and evaluation within the organization.

2. Responsibilities

Role	Responsibility
Procurement Team	Vendor identification, initial screening, and engagement
Quality Assurance	Service verification, compliance, and performance monitoring
Department Heads	Providing feedback and ensuring service needs are met
Finance	Reviewing contracts and processing payments

3. Procedure

- Vendor Selection Criteria**
 - Reputation and references
 - Compliance with legal and regulatory requirements
 - Capability, capacity, and experience
 - Competitive pricing and value
 - Location and reliability
- Establishing Partnership Agreements**
 - Negotiate and review terms & conditions
 - Ensure clarity on deliverables, timelines, and pricing
 - Sign-off by authorized representatives
- Service Verification & Compliance**
 - Verify with pre-agreed checklists or standards
 - Schedule regular site visits or audits
 - Document and address discrepancies immediately
- Performance Monitoring**
 - Set KPIs (quality, timeliness, compliance, etc.)
 - Conduct periodic reviews (monthly/quarterly)
 - Record results and corrective actions taken
- Communication & Feedback**
 - Maintain regular contact through agreed channels
 - Document feedback and share with vendors
 - Hold review meetings for critical vendors
- Accountability & Records**
 - Assign responsibility for monitoring and reporting
 - Store all contracts, reports, and performance records securely

4. Documentation

- Vendor selection forms and checklists
- Partnership agreements/contracts
- Service verification reports
- Performance evaluation records
- Communication and feedback logs
- Corrective action records (if applicable)

5. Review & Revision

This SOP will be reviewed annually or as needed to incorporate process improvements, regulatory updates, and organizational changes.

Approval & Version Control

Version	Date	Author	Approved By	Remarks
1.0	[Insert Date]	[Insert Author]	[Insert Approver]	Initial Release