

2022 - Lowes Windows										
Met or Exceeded Benchmark (or Target if no Bnchmrk)										
Between Target and Benchmark (when applicable)										
Target not met										
Department Name:		Environmental Services								
Submitted by:		Melissa Clark, EVS Manager								
Collected by:		Melissa Clark, EVS Manager								
					2022 YTD					
LOWES WINDOWS					2022 Target	2022 Bnchmrk	Goal	N	D	Rate
Indicators	Indicator Name\Description	Rationale\Reason for Indicator								
1	Delivery of service as stated				100.0%	95.0%	▲	9	11	81.82%
2	Services were finished within timeframe requested				100.0%	95.0%	▲	11	11	100.00%
3	Services personnel were dressed appropriately and conducted themselves professionally				100.0%	95.0%	▲	11	11	100.00%
4	Communication with Office Staff is satisfactory				100.0%	95.0%	▲	10	11	90.91%

2022 - Kramer Enterprises										
Met or Exceeded Benchmark (or Target if no Bnchmrk)										
Between Target and Benchmark (when applicable)										
Target not met										
Department Name:		Environmental Services								
Submitted by:		Melissa Clark, EVS Manager								
Collected by:		Melissa Clark, EVS Manager								
					2022 YTD					
KRAMER ENT (City Apparel)					2022 Target	2022 Bnchmrk	Goal	N	D	Rate
Indicators	Indicator Name\Description	Rationale\Reason for Indicator								
1	Delivery of product as stated				100.0%	95.0%	▲	84	85	98.82%
2	Amount of Product Delivered Suitable for Service Use				100.0%	95.0%	▲	84	85	98.82%
3	Product Delivered in Good Repair for Service Use				100.0%	95.0%	▲	85	85	100.00%
4	Delivery Personnel is Appropriate				100.0%	95.0%	▲	85	85	100.00%
5	Communication with Office Staff is satisfactory				100.0%	95.0%	▲	85	85	100.00%
6							▲	0	0	#DIV/0!
7							▲	0	0	#DIV/0!
Action Plans and Analysis:										
Sep-22	Delivery amount was less than usual - as issues with vendors facility	* no cleanliness issues arose. Normal levels of delivered product resumed at next delivery day								

2022 - EcoLab Pest Services - Vendor Evaluation

Met or Exceeded Benchmark (or Target if no Benchmrk)										
Between Target and Benchmark (when applicable)										
Target not met										
Department Name:		Environmental Services								
Submitted by:		Melissa Clark, EVS Manager								
Collected by:		Melissa Clark, EVS Manager								
						2022 YTD				
ECOLAB SERVICES				2022 Target	2022 Bnchmrk	T O G	N	D	Rate	
Indicators	Indicator Name\Description	Rationale\Reason for Indicator								
1	Delivery of service as stated				100.0%	95.0%	▲	35	35	100.00%
2	Services were finished within timeframe requested				100.0%	95.0%	▲	35	35	100.00%
3	Services personnel were dressed appropriately and conducted themselves professionally				100.0%	95.0%	▲	35	35	100.00%
4	Communication with Office Staff is satisfactory				100.0%	95.0%	▲	35	35	100.00%