

March 1, 2019

FAO John Flowers  
**John Flowers Limited**  
2 Monument Park  
Washington  
NE38 8QU

Re: Supply Chain Performance Reviews Q1 2019

Dear John,

I am writing to recognise the commitment and efforts shown by you and your team on our project - K00174 Gateshead Heights. You achieved an overall score of 94.5% up to the period ending 31<sup>st</sup> March 2019.

Your efforts in assisting us to achieve a perfect product and astonish our customer are truly appreciated. The way you have expressed your professionalism and hard work in the project is commendable.

Despite a challenging project requiring a lot of coordination with other trades, you worked excellently in these conditions. In particular, the team commended your approach to the additional customer requests at the end of the project. Despite this being your first project for Willmott Dixon, you have embraced our procedures and ways of working (including Fieldview), and also our values of collaborative working.

We can only achieve the perfect product by working as one team, which is something you have shown to be committed to.

Thank you for all your hard work and continued support to work better together.

Yours sincerely,



Dave Pennock  
Supply Chain Manager  
Willmott Dixon Construction Manchester



Supply Chain scoring guidance: 1 or 2 - Unacceptable; 3 or 4 - Poor; 5 or 6 - Acceptable Standard;  
7 or 8 - Good/Very Good; 9 or 10 - Excellent/Outstanding



## Performance Review

<b>Contract Number:</b>	K00174	<b>Contract Name:</b>	Gateshead Heights - Gateshead Council
<b>Period:</b>	Jan 19 - Mar 19	<b>Overall Score:</b>	94.5

<b>Supply Chain Partner:</b>	JOHN FLOWERS LIMITED	<b>Category:</b>	B
<b>Trade:</b>	Roofing - Single Ply		

Question Text	Compliance Criteria	Rating	Comment
Health & Safety Performance	Do they positively contribute to our Allsafe Performance and adhere to our values? Do they provide all required safety related documents such as Method Statements, Risk/COSHH assessments? Do they have Health and Safety trained competent employees? Do they actively report and consult/engage proactively on Health and Safety matters?	8	Minor PPE issues, otherwise good H&S performance.
Commercial Approach	Do they adopt a consistent commercial approach to all aspects of their contract? Were variations and requests for changes in the scope of works or supply treated fairly? Do they deal with all commercial related matters in a timely, efficient manner? Was a good commercial relationship maintained?	10	Good communication and good commercial relationship maintained.
On Time Delivery/Commitment to Programme	Are the goods or service being delivered in accordance with the agreed timescales? Do they take a proactive approach to accommodating any programme changes and provide adequate resource? Do they keep us fully informed with regard to any programme or delivery issues relating to their scope of supply and works?	10	Worked within imposed constraints due to other trades, and excelled at the end of the project to complete additional areas of work requested by the customer at last minute.
Co-operation/Service & Management	Do they deal with all Willmott Dixon's disciplines with a consistent approach? Are they committed to delivering a first time right product or service? Have clear lines of communication been established and maintained? Do they deal with requests in a timely, professional manner?	10	Excellent communication with all members of staff.
Standards Compliance & Environmental Awareness	Do they demonstrate and fully satisfy all contractual and statutory obligations relating to standards and environmental aspects? Are they considerate to neighbours, do they comply with any specific site restrictions relating to noise, hours of work etc. and do they control and manage waste? Do they provide all relevant documentation and evidence of standards and environmental compliance and assist with any reporting requirements?	9	No issues
Quality of Goods/Workmanship/Service	Are the goods or service provided in full in accordance with all terms and conditions of the order including all specification requirements? Do they adopt a first time right zero defect approach? Have any materials or services been identified as defective and if so were they resolved to a satisfactory, timely manner? Have they applied the QD Make Ready sheets in the order and offered fully completed QD Checklists to substantiate their application of payment?	10	Excellent quality of install, very few issues raised by IKO on inspection. All works inspected and signed off on Fieldview.

<b>Would you work with them again?</b>	Yes
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<b>General Comments:</b>	An excellent first project with WDC, has been a pleasure to work with the team at Flowers.
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