

Questionnaire to estimate the performance of a contracted Inspection Company

		YES (1)	NO (0)	(NR)
Quality and Quantity				
1	Do I receive daily report during inspection?)			
2	Do I receive analysis report on time?			
3	Do I receive sufficient information?			
4	Is the information concise?			
5	Is the information clear?			
6	Do I receive information on the market?			
7	Does the company send pictures?			
8	Is the company reactive in case of problem (e.g. mob / email)?			
9	Delivers the "hard" message when necessary in a way that is both helpful and accepted by the supplier and WFP?			
10	Are inspectors / companies proactive in providing useful information?			
11	Genuinely cares about helping WFP to succeed?			
12	Helps suppliers contribute their value to the accomplishment of WFP organizational needs?			
Personal integrity and skills				
13	Is fair in dealings with all people, regardless of their position in the organization?			
14	Trusts and is trustworthy?			
15	Does the right thing for the right reasons consistently?			
16	Commits to honest communication and resolution when conflicts, challenges, and opportunities arise?			
17	Demonstrates confidence, credibility, and ability to appropriately approach players (e.g. suppliers or government) at any level, to raise issues, and to work collaboratively to solve challenges?			
18	Reaches beyond one's stated role/job description as appropriate to raise issues, assemble stakeholders, facilitate cause analysis, and identify and implement appropriate solutions?			
Technical skills				
19	Demonstrates fluency with basic sampling techniques such as hygienic procedures for microbiology sampling?			
20	Demonstrates awareness of current quality issues related to the food inspected / analysed?			
Special skills				
21	Are you satisfied by the factory audit performed by this company? (timeliness, technical inputs)			
22	Is knowledgeable about pest management?			
23	Are you satisfied by the lab audit performed by this company? (timeliness, technical inputs)			
24	Does the company ensure a timely follow up?			
25	Does the company ensure an efficient technical follow up?			
Other aspects				
Total (Max without audit of lab & factory: 20 points)				

Date: _____

Evaluator name & signature: _____