

KENTUCKY COMMUNITY AND TECHNICAL COLLEGE SYSTEM
BUSINESS PROCEDURES MANUAL

Procedure 4.6
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Effective Date: September 15, 2009
Supersedes: Business Procedure 4.6 dated August 15, 2002
Applies To: Colleges and the System Office
Procedure Responsibility: KCTCS Purchasing

Vendor Performance

Sections:

Section 4.6.1 – Vendor Performance

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- A. Communication between the business unit and the KCTCS Purchasing in reporting contract problems or irregularities is very important. A Vendor Performance Report alerts KCTCS Purchasing that problems exist and provides an official mechanism for the using college to detail the nature and scope of the problem.
- B. When a business unit first experiences a minor problem with a vendor, they should contact the vendor directly and attempt to informally resolve the problem. However, if the vendor does not address the problem promptly and satisfactorily, the business unit should immediately file a Vendor Performance Report. A report should be completely documented and filed immediately as to the problem(s). It is best not to allow complaints or problems to go unreported until a crisis arises.
- C. KCTCS Purchasing will review the information submitted and request further information or documentation if necessary. KCTCS Purchasing will then discuss the complaint with the vendor to resolve the problem(s). The business unit will be notified of the resolution to the complaint and consulted with to determine if the resolution proposed will be acceptable. This complaint will become a part of the permanent record of the vendor's performance. Continued complaints may result in penalties against the vendor.

END OF PROCEDURE