

Evaluation for calendar year: 2020

Date of evaluation: 07.08.2020

Service provider:	"ЭкоТестЭкспресс"
No.:	2674

Contract compliance	Evaluation	Result (mark with a cross where applicable)
Always	100	<input checked="" type="checkbox"/>
Almost always	80	<input type="checkbox"/>
Sometimes	50	<input type="checkbox"/>
Never	0	<input type="checkbox"/>

Quality of service	Evaluation	Result
Excellent	100	<input type="checkbox"/>
Good	80	<input checked="" type="checkbox"/>
Satisfactory	50	<input type="checkbox"/>
Unsatisfactory	0	<input type="checkbox"/>

Availability at short notice (emergencies)	Evaluation	Result
Always	100	<input checked="" type="checkbox"/>
Almost always	80	<input type="checkbox"/>
Sometimes	50	<input type="checkbox"/>
Never	0	<input type="checkbox"/>

Documentation	Evaluation	Result
Always	100	<input checked="" type="checkbox"/>
Almost always	80	<input type="checkbox"/>
Sometimes	50	<input type="checkbox"/>
Never	0	<input type="checkbox"/>

$$\text{Degree of performance} = \frac{P_{\text{contract compliance}} \times 0,3}{30} + \frac{P_{\text{Quality}} \times 0,3}{24} + \frac{P_{\text{Availability}} \times 0,2}{20} + \frac{P_{\text{Documentation}} \times 0,2}{20}$$

**Degree of performance = 94 %      Grade: A**

Overall achievement rate in percent	Evaluation	Grade
90 to 100	full quality capability	A
80 to under 90	high quality capability	AB
60 to under 80	limited quality capability	B
under 60	no quality capability	C