**3rd Party Logistics (3PL) Management Capacity Assessment Tool**

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| **Survey Title:** | 3PL Management Assessment |
| **Purpose of Survey:** | To determine the ability of a public sector organisation to manage a third party logistics contract |

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| **Date:** |  | | |
| **State/Province** |  | | |
| **Organisation Name:** |  | | |
| **Data Collector:** |  | | |
|  |  |  |  |
| **Interviewee details:** | | | |
| **Name:** |  | | |
| **Mobile:** |  | | |
| **Email:** |  | | |
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|  |  |  |  |
| **S/N** | **Question** | **Answer Format** | **Answer** |
| **1** | How many staff do you have at this location? | Number |  |
| **2** | How many of the staff at this location have received training in logistics? | Number |  |
| **3 (a)** | Has anyone at this location had any experience in managing 3rd Party Logistics contracts? | Yes/No |  |
| **3 (b)** | If Yes to question 3(a), how many people have experience? | Number |  |
| **4 (a)** | How many years has this organisation been utilising the services of 3rd Party Logistics for distribution? |  |  |
| **4 (b)** | What proportion of the organisation’s distribution is currently undertaken by 3rd Party Logistics? |  |  |
| **5** | If the answer to question 4 (a) is zero, how many years has this organisation been utilising the services of other organisations on an outsourced/contracting basis? |  |  |
| **6** | Are there any policies/guidelines for information sharing for 3rd Party Logistics? | Yes/No |  |
| **7** | Are there any policies/guidelines in place to deal with 3rd Party Logistics? | Yes/No |  |
| **8** | Is there any specific management structure in place to deal/manage with 3rd Party Logistics? | Yes/No |  |
| **9** | Can the accounting/finance department adequately deal with a 3rd Party Logistics? | Yes/No |  |
| **10** | Is there an ability (manpower) to review and randomly audit the 3rd Party Logistics? | Yes/No |  |
| **11** | Are there legal capabilities in dealing with possible financial or contractual disagreements? | Yes/No |  |
| **12** | Are there any policies/guidelines in place to monitor productivity of a 3rd Party Logistics? | Yes/No |  |
| **13** | Are there any regulations/policies on vehicles being used (i.e. cold chain) by the 3rd Party Logistics? | Yes/No |  |
| **14** | Dispute escalation forums |  |  |
| **15** | Regular forum for strategic management of 3rd Party Logistics |  |  |
| **16** | Regular forum for operational management of 3rd Party Logistics |  |  |
| **17** | Single point of contact in 3rd Party Logistics for Project Management |  |  |
| **18** | Single point of contact in Client(public sector) for Contract Management |  |  |
| **19** | Dedicated staff |  |  |
| **20** | How many 3rd Party Logistics providers do you manage offering this service? |  |  |
| **21** | Could you provide 3 references from 3rd Party Logistics if asked? |  |  |
| **22** | Does a documented Standard Operating Procedure (SOP) for identification and selection exist? |  |  |
| **23** | Prior to identifying and selecting 3rd Party Logistics provider, are qualifying criteria identified for a suitable 3rd Party Logistics provider? |  |  |
| **24** | Are all key stakeholders involved in the identification of these quantifying criteria? |  |  |
| **25** | Is 3rd Party Logistics experience a strong qualifying criteria? |  |  |
| **26** | Are prior references a strong qualifying criteria? |  |  |
| **27** | Are requests for bids publicly advertised? |  |  |
| **28** | Are references checked for each 3rd Party Logistics? |  |  |
| **29** | Are 3rd Party Logistics operations visited and assessed according to standard warehousing requirements? |  |  |
| **30** | Are all key stakeholders involved in the final selection of 3rd Party Logistics? |  |  |
| **31** | Are back up/contingency 3rd Party Logistics contracted in case of failure of the primary 3rd Party Logistics provider? |  |  |
| **32** | Are random audits undertaken on 3rd Party Logistics operations? |  |  |