

Printable Checklist for Vendor Evaluation

Use this framework during your demos to ensure the software solves your specific plant floor challenges.

How to use this checklist:

- Mark which items are critical priority and which are optional before you talk to vendors.
- After demos, record brief notes on how each vendor addresses each item.

Evaluation Category	Critical Priority	Vendor Notes
Intake & Channels Ask: "Can we submit issues via email, mobile, and web forms? Is there a kiosk mode for the shop floor?"	<input type="checkbox"/>	
Workflows & SLAs Ask: "Can we automate assignments based on the type of defect? Can we set 'overdue' alerts for maintenance?"	<input type="checkbox"/>	
Reporting & Analytics Ask: "Can I pull a report on the 'Cost of Quality' or 'Repeat Defects' without calling IT?"	<input type="checkbox"/>	
Configuration Ease Ask: "How much of this can I change myself? Is it 'drag-and-drop' or does it require coding?"	<input type="checkbox"/>	
Deployment & Security Ask: "Is my data hosted in the cloud or on-prem? How fast can we go live?"	<input type="checkbox"/>	
Support & Services Ask: "Do you offer live support or just a ticket system? Is there a library of training videos for my team?"	<input type="checkbox"/>	