

eBook

Recovery Audit Partner Evaluation Scorecard

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The recovery auditing process is a difficult one to get right... and an expensive one to get wrong. In fact, we've found that, on average, our clients' primary recovery auditor **only uncovers 35% of total revenue leakage**.

The right recovery audit partner will go beyond basic defect identification, equipping you with the right resources, enabling you with the right tools, and providing the extra bandwidth and specialized operational expertise needed to empower your team to retain more of your hard earned margin while optimizing internal processes.

That's why it's important to evaluate your recovery auditing partners periodically. And that's exactly what this scorecard is designed to do!

HOW TO USE

This scorecard is broken up into categories, each with statements describing an ideal recovery audit partner. After reading each statement, score your partner on a scale of 0-2. If you are using the interactive PDF version, the scorecard totals on this page will auto-update as you go through the document.

HOW SCORING WORKS

0 = Does not describe partner, 1 = Kind of describes partner, 2 = Describes partner well

FINAL SCORES	
Category	Score
Capability / Solution	
Coverage	
Collaboration / Client Experience	

Recovery Audit Partner Scorecard

Each of the following statements describe an ideal recovery audit partner. After reading each statement, score your partner on a scale of 0-2.

SCORING

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CAPABILITY / SOLUTIONS

CAN OUR PARTNER HANDLE OUR BUSINESS? WHAT MORE CAN THEY DO?

24/7 Delivery Capability - Ability to handle any task and present results when needed

Speed / Speed to Recovery - Performs recovery audit and delivers results on schedule or earlier than planned

Prepayment Recoveries / Error Prevention - Ability to identify gaps in the process and prevent mistakes before they happen

Industry Expertise - Experienced and knowledgeable in my company's industry and the verticals we operate in

Root Cause Analysis - Uncovers internal inefficiencies and provides actionable insights on how to improve our processes

Audit Technology Available to Client - Equips our team with recovery audit-related tools so that if needed, we can use them on our own time

Custom Solution Development - Listens to our needs and built a solution around our problems and goals

Scalability - Can scale up or down depending on our needs; no minimum or maximum requirement

Automation / Efficiency - Performs recovery audit and related functions in a timely manner by leveraging necessary processes and tools

Overall Satisfaction with Recovery Auditor Capabilities

CAPABILITY / SOLUTIONS SCORE: /18

Notes:

COVERAGE

IS OUR PARTNER COVERING ALL BASES AND GOING BEYOND THE ASK?

100% Supplier-Focused - Is dedicated to uncovering issues with supplier relationships and contracts	
Depth of Audit - Ability to identify often-overlooked details and provide in-depth insight + evidence	
Data-Driven - Provides measurable (both qualitative + quantitative) results of the work	
Flexible - Works with my team and adapts to any situation	
Innovative - Can solve complex operational issues within the context of our business	
Overall Satisfaction with Audit Coverage	
AUDIT COVERAGE SCORE: /10	

Notes:

COLLABORATION / CLIENT EXPERIENCE

IS OUR PARTNER WORKING WITH US TO DELIVER RESULTS?

Strong Approach that Protects Supplier Relationships - We trust them to communicate with our suppliers in a professional and efficient manner	
Minimal Client Effort - Only pulls my team in when necessary	
Client Training - Clear and confident in ability to show my team what happened, why it happened, how to improve, and how to use the right tools to improve	
Recommendations for Process Improvements / Best Practices - Uses data-backed evidence to provide meaningful and impactful solutions to improve our internal processes	
Offers Solutions / Remedies to Correct Erroneous Payments - Provides solutions tailored to our specific needs	
Overall Satisfaction with Collaboration / Client Experience	
COLLABORATION / CLIENT EXPERIENCE SCORE: /10	

Notes:

ADDITIONAL CONSIDERATIONS

DO YOU KNOW THE BENEFITS OF POST-AUDIT RECOVERY SERVICES?



Audit Acceleration

When you accelerate the Recovery Audit, you are moving the audit schedule to real-time. This often means within days of a transaction compared to a year later. By accelerating the Recovery Audit process to real-time, you become empowered to immediately correct errors, saving your business valuable time and money.



Contract Compliance Audits

With fluctuations in demand, complex orders, and fast turnarounds, you might be missing something with your suppliers. Contract Compliance Audits can help businesses overcome supplier contract challenges, reduce profit leakage, and empower procurement professionals to set a tone of transparency, insight, and accountability within supplier relationships.



Custom Solution Development

Your business is complex and unique and your solutions should reflect that. Whether your business struggles with making better business decisions or unifying disparate internal systems, Custom Solution Development can help you connect the dots.