

[company logo]  
[company name]

## External Suppliers Dispute Record

[company logo]  
[company name]

## External suppliers dispute summary

Dispute no.	Supplier name	Dispute no.	External supplier contact person:
2020_1			[name and function]
2020_2			
2020_3			
2020_4			
2020_5			
2020_6			
2020_7			
2020_8			
2020_9			
2020_10			
2020_11			
2020_12			
2020_13			
2020_14			
2020_15			

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<b>Dispute description:</b>
[Describe the nature of the dispute]

[company logo]  
[company name]

[company logo]	Time-stamp when dispute started:	
[faint text]	[dd.mm.yyyy]	[hh:mm]



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[company name]

Name Manager No.
[Faint header text]

[company logo]  
[company name]

<b>External Supplier:</b>	[name of the supplier]	<b>External Supplier</b>
<b>Contract No:</b>	[contract number]	[name]

## External suppliers dispute record no. 2020\_1

Service affected: [Service name]

### Dispute description

[Describe the nature of the dispute]

### Business impact

[Describe how business was impacted including customers that were affected.]

### Dispute resolution

[Describe actions taken]

[Describe steps taken after closing the dispute]

[Date]

[Describe how the dispute has been resolved with the supplier]

Dispute managed by: [enter name of the Supplier Manager responsible for managing the dispute]

### Proceeding

Time-stamp when dispute started [dd.mm.yyyy]

Time-stamp of dispute resolution [dd.mm.yyyy]

[Date]

[if yes, enter role to which it was escalated]

### Improvement measures defined

[Describe all improvement measures that came out of this dispute]

[job title]

[name]

\_\_\_\_\_  
[signature]

[company logo]  
[company name]

**Supplier contact person:**  
[name]  
[and function]

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[ ]

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[ ]

[hh:mm]

[hh:mm]

[ ]

[ ]



# Usage instructions

<b>Documenting a new dispute</b>
1. Worksheet "2020_1" should be used as a reference Worksheet for other (new) worksheets. Don't delete it.
2. To create a sheet for a new dispute record - copy worksheet "2020_1" and rename it.

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