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Evaluating Your Instrumentation & Combustion Supplier

Use this tool to assess which suppliers are best aligned with your critical combustion and controls needs. Each feature should be scored for its importance (1–5, where 5 is most critical), how well each vendor performs (1–5, where 5 is best), and the estimated cost of non-conformance if the vendor fails to meet expectations.

Instructions: Multiply the importance score by the vendor score for a weighted result. Use this to compare multiple vendors head-to-head.

Criteria Score	Feature and Description	Vendor 1	Vendor 2	Vendor 3	Cost of Non-Conformance
	Recognized Industrial Brands: Carries top-tier brands like Honeywell Thermal Solutions, Fireye, Rosemount, Dungs, etc., with full product support.				\$
	Inventory & Stocking Strategy: Offers strategic inventory programs for critical spares and minimizes downtime for MRO.				\$
	Combustion Equipment Availability: Maintains burner, valve, actuator, and instrumentation stock and access to factory support.				\$
	Delivery Reliability: Proven record of on-time shipping for planned shutdowns and urgent service jobs.				\$

	Technical Warranty & Service Support: Stands behind performance with factory-trained field support and issue resolution.				\$
	Financial/Operational Stability: Established business with demonstrated longevity and consistent support capabilities.				\$
	Customer Responsiveness: Staff is accessible and responsive to urgent needs and routine order tracking.				\$
	Product Knowledge & Application Expertise: Sales and support teams understand combustion system design, code compliance, and retrofits.				\$
	Proximity to Site: Regional support with the ability to visit plants in VA, WV, MD and support national projects.				\$
	Engineering Innovation: Supports project needs with custom panels, integrated burner systems, and PLC interface design.				\$
	Order Processing Flexibility: Able to handle blanket POs, credit cards, tax-exempt forms, and documentation easily.				\$
	Product Quality & Defect Rate: Products meet OEM and UL/CSA standards, tested and certified when required.				\$
	Price: Competitive and transparent pricing structure, including volume discounts and freight policies.				\$