

# ITAD Program & Vendor Review

**Regular ITAD vendor reviews are a strategic best practice. Periodic evaluation helps ensure your vendor continues to meet your evolving performance, compliance, and value expectations.**

## When to Review your ITAD Program

Use the following as a checklist to assess if it is time to review your vendor based on shifts impacting your ITAD program.

- ☐ Current vendor contract expiring  
*(Review 6-9 months in advance)*
- ☐ Internal expansion, acquisition, or restructuring
- ☐ Significant changes in market trends
- ☐ Large asset refresh projects
- ☐ Lack of API or inefficient processes
- ☐ Shift in ESG or Sustainability priorities

## Vendor Performance Review Triggers

Use quarterly business reviews to assess current vendor alignment with your goals. If service, ROI, or reporting are slipping, or if your needs have evolved, it may be time to re-evaluate or initiate a new RFP.

- 1 Watch for patterns of inconsistency**, such as delayed pickups, sporadic reporting, or partial audit trails. These early indicators of misalignment can signal the need for deeper evaluation before performance issues escalate.
- 2 Surprise charges** or shifting fee structures not previously communicated.
- 3 Watch for unexplainable or sharp declines in resale value** over multiple quarters, especially without changes in asset quality or market conditions.
- 4 Inability or unwillingness to customize reporting**, sustainability metrics, logistics, or SLAs as your needs evolve.
- 5 ITAD mergers and acquisitions are increasingly common**. Evaluate vendors afterward, as service quality can shift.
- 6 Lack of support for remote pickup or decommissioning**, especially for distributed or hybrid workforces.
- 7 Use a structured SLA performance scorecard** such as on-time pickups, settlement timelines, revenue share tracking as a trigger.
- 8 Consider revalidation** if asset volume trends have changed significantly, increased, decreased, or if you're going through a refresh project.