

SCHEDULE 7

KEY PERFORMANCE INDICATORS

SCHEDULE 7 - KEY PERFORMANCE INDICATORS - Indicative KPI's

Part 1

The Indicative KPI's applicable to the Consultant's performance relating to Timeliness, Quality and Budget (fees only), on each Project are set out below:-

Category	KPI	Comment	Effect on future Awards
A	Good	Record kept.	None.
B	Acceptable	Lessons learnt discussed between Authority and Consultant. Record of lessons learnt kept at local level and reference to this kept on central database.	During subsequent award (s) ongoing meetings to monitor performance.
C	Poor	Lessons learnt discussed between Authority and Consultant and discussed across all Authorities. Record of lessons learnt kept on central database	No further award of projects by the individual Employer until written confirmation received from consultant detailing how they intend to improve. During subsequent award (s) ongoing meetings to monitor performance
D	Unacceptable	Formal notification of unacceptable performance sent to consultant	Suspension of Agreement for 6 months by all Authorities. After this period no further awards until written confirmation received from consultant detailing how they intend to improve. The subsequent award will be less than £10k fee and during subsequent award(s) ongoing meetings to monitor performance

The scoring criteria are defined below.

The KPIs will be recorded on the following Project Review form.

South West & Mid Wales Regional Engineering Consultancy Framework Project Review

Project title:		Project no:	
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Employer:		Employer officer:	
Consultant:		Consultant manager:	
Project fee estimate:	£	Actual project fees:	£
Proposed contract period:	weeks	Actual contract period:	weeks
Brief description of project:			

(See scoring criteria overleaf)

Completion within agreed timescale	SCORE	<div><div></div><div></div><div></div><div></div></div>
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Reasons for time extension/reduction:

Satisfaction with the quality of work/service provided	SCORE	<div><div></div><div></div><div></div><div></div></div>
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Comments:

Completion within budget (Fees only)	SCORE	<div><div></div><div></div><div></div><div></div></div>
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Reasons for cost over-run/savings:

Overall rating	SCORE	<div><div></div><div></div><div></div><div></div></div>
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Additional comments			
Form completed by (Name & Job title):			
Signed:		Date:	

Consultant feedback:

Signed:

Date:

GOOD

Employer satisfied with performance.

ACCEPTABLE

Generally satisfied but scope for improvement in any two of the above.

POOR

Scope for improvement in any three of the above.

UNACCEPTABLE

General failure in more than three of the above.

Scoring Criteria

The Employer will assess the Consultants performance in relation to Timeliness, Quality and Budget by considering the following where appropriate;

1. Services undertaken within the agreed timescale
2. Appropriate resource provided
3. Management of change
4. Management of risk
5. Prediction of the cost of services
6. Delivering the project with a collaborative approach
7. Sustainable solution provided
8. Maximising the opportunities for innovation
9. Meeting community benefits criteria
10. Managing waste reduction
11. Response to Employer call off
12. Communication