



Key Performance Indicators for Minor Works 2017

Key Performance Indicators for the Contract

Scored Indicators

The *Contractor* must achieve the minimum acceptable weighted score for all measures in the scoring table. Failure to achieve this suspends the *Contractor* from the subsequent tender opportunity for this period.

Ref	KPI Name	Performance Score (0 – 5)	Weighting	Minimum acceptable performance	TOTAL SCORE
		(A)	(B)	(C)	(A/5) x (B)
1	TIME – Taken for construction against contract practical completion date		20%	20%	
2	QUALITY – No. of defects/snags at Practical Completion		20%	4%	
3	QUALITY – Acting in a spirit of mutual trust and cooperation with Employer		10%	6%	
4	BUSINESS PERFORMANCE – To settle final accounts		10%	2%	
5	HEALTH AND SAFETY – Yellow, Red, Black card system		20%	4%	
6	SUSTAINABILITY – Reduced waste to landfill		20%	8%	
			100%		%

- Performance for each Indicator is measured (A) above with Score (0 – 5).
- Each performance indicator has its own weighting (B).
- Overall the Contractor must pass the Gateway Indicators (C), meet the minimum acceptable weighted score for every scored indicator and achieve a total score of **60** to be eligible for the subsequent tender opportunity.
- KPI definitions are in the following pages. These will be finalised with the successful tenderers.

Key Performance Indicator **1** **TIME**

KPI Name	TIME – Taken for construction against Practical Completion date
Results Reporter(s)	Employers Inspection Records

Purpose	<p>Minimise disruption to Employer and Users.</p> <p>Measure the ability of the Contractor to complete the works by the Practical Completion date.</p>
Definition	<p>Practical Completion is achieved when all the necessary construction work is completed, operation and maintenance manuals are available and corrected any items which would prevent the employer from using the works.</p> <p>Employer inspects all parts of works and agrees to take possession of the works. This date is recorded against the specified completion date.</p>
Minimum Pass Mark	Score 5
Method	Practical Completion Date achieved = pass
Information Source	Employer Inspection Records

Calculation	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Score</th> <th>Achieved Score</th> </tr> </thead> <tbody> <tr> <td>Practical completion date missed</td> <td>0</td> <td></td> </tr> <tr> <td></td> <td>1</td> <td></td> </tr> <tr> <td></td> <td>2</td> <td></td> </tr> <tr> <td></td> <td>3</td> <td></td> </tr> <tr> <td></td> <td>4</td> <td></td> </tr> <tr> <td>Practical completion date achieved</td> <td>5</td> <td></td> </tr> </tbody> </table>	Criteria	Score	Achieved Score	Practical completion date missed	0			1			2			3			4		Practical completion date achieved	5	
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<u>Comments</u>																						

Key Performance Indicator **2** **QUALITY**

KPI Name	QUALITY – No. of defects/snags at Practical Completion
Results Reporter(s)	Employers Inspection Records

Purpose	Quality outputs and outcomes (right first time) Monitor quality of works as evaluated at Practical Completion.
Definition	An employer’s pre-completion list of outstanding work, which is shared with the contractor to clarify what work remains outstanding before Practical Completion. "snagging" is used to describe unsatisfactory work or small items of work still to be completed which are discussed/discovered during final site inspections. Site inspections may be limited to a random sample or representative area of the project works.
Minimum Pass Mark	Score 1
Method	Number of defects/snags evident during inspection measured per 500 square meters.
Information Source	Employer’s pre-completion list of outstanding work

Calculation	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Score</th> <th>Achieved Score</th> </tr> </thead> <tbody> <tr> <td>Above 21 defects/snags only</td> <td>0</td> <td></td> </tr> <tr> <td>Up to 20 defects/snags only</td> <td>1</td> <td></td> </tr> <tr> <td>Up to 10 defects/snags only</td> <td>2</td> <td></td> </tr> <tr> <td></td> <td>3</td> <td></td> </tr> <tr> <td></td> <td>4</td> <td></td> </tr> <tr> <td>No defects at all</td> <td>5</td> <td></td> </tr> </tbody> </table>	Criteria	Score	Achieved Score	Above 21 defects/snags only	0		Up to 20 defects/snags only	1		Up to 10 defects/snags only	2			3			4		No defects at all	5	
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Key Performance Indicator **3 QUALITY**

KPI Name	QUALITY – Acting in a spirit of mutual trust and co-operation with Employer
Results Reporter(s)	Employer Survey

Purpose	Effective delivery, strategic alignment of partners and win/win relationship.
Definition	To measure the Contactor's delivery of Thirteenth Recital and Schedule 5 – SUPPLEMENTAL PROVISIONS <ul style="list-style-type: none"> • Collaborative working: Paragraph 1 Timely, sincere, impartial and open communication and relationship management. Approach to problem solving, adhering to requirements, conflict resolution and flexibility
Minimum Pass Mark	Score 3
Method	Data from representative anonymous random survey to Employer's staff issued using a grading system representing their actual experiences.
Information Source	Survey of Employers' staff

Calculation																								
	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Score</th> <th>Achieved Score</th> </tr> </thead> <tbody> <tr> <td>0% - 25%</td> <td>0</td> <td></td> </tr> <tr> <td>26% - 50%</td> <td>1</td> <td></td> </tr> <tr> <td>51% - 75%</td> <td>2</td> <td></td> </tr> <tr> <td>76% - 99%</td> <td>3</td> <td></td> </tr> <tr> <td></td> <td>4</td> <td></td> </tr> <tr> <td>100%</td> <td>5</td> <td></td> </tr> </tbody> </table>			Criteria	Score	Achieved Score	0% - 25%	0		26% - 50%	1		51% - 75%	2		76% - 99%	3			4		100%	5	
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Key Performance Indicator **4 BUSINESS PERFORMANCE**

KPI Name	BUSINESS PERFORMANCE – To settle final accounts
Results Reporter(s)	Project Manager’s Report

Purpose	Ensure agreement of the final accounts by planned date.
Definition	Time taken to reach final account from Practical Completion expressed in weeks.
Minimum Pass Mark	Score 1
Method	Settled within 3 months of Practical Completion date
Information Source	Project Manager’s Report

Calculation	<table border="1"> <thead> <tr> <th>Criteria</th> <th>Score</th> <th>Achieved Score</th> </tr> </thead> <tbody> <tr> <td>Over 3 months</td> <td>0</td> <td></td> </tr> <tr> <td>Within 3 months</td> <td>1</td> <td></td> </tr> <tr> <td></td> <td>4</td> <td></td> </tr> <tr> <td>Within 2 months</td> <td>3</td> <td></td> </tr> <tr> <td></td> <td>4</td> <td></td> </tr> <tr> <td>Within 1 month</td> <td>5</td> <td></td> </tr> </tbody> </table>	Criteria	Score	Achieved Score	Over 3 months	0		Within 3 months	1			4		Within 2 months	3			4		Within 1 month	5	
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Key Performance Indicator **5 HEALTH AND SAFETY**

KPI Name	HEALTH AND SAFETY – Amber, Red card system
Results Reporter(s)	Project Manager’s Report

Purpose	Ensure site health and safety
Definition	Notices and warnings received under the University of Worcester H&S card system.
Minimum Pass Mark	Score 1 No more than Yellow Cards – 10 Red Cards – 1
Method	Site inspection carried out by Employer
Information Source	Health Safety and Environment Inspection Report

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Key Performance Indicator **6 SUSTAINABILITY**

KPI Name	SUSTAINABILITY – Waste reduced to landfill
Results Reporter(s)	Contractors waste tickets

Purpose	Encourage sustainability and reduce waste to landfill.
Definition	Exemptions include asbestos and other deleterious materials.
Minimum Pass Mark	Score 2
Method	Amount of waste recycled, divided by the amount of waste produced.
Information Source	Contractors waste tickets

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