

GROUNDS MAINTENANCE - PROPOSED KEY PERFORMANCE INDICATORS FEB 21

KPI No:	Measurement			
		Retention of payment	Responsibility for reporting	Notes
KPI 1	Attendance of sites within schedule	NO	Contractor	
	Visits completed V visits due, measured by the contractor			Contractor to demonstrate via photographs & management of electronic reports
	Target >90%			
KPI 2	Percentage of customers satisfied	NO	CHS	
	Measurement based on feedback from customers			CHS to obtain regular feedback from customers and report monthly
	CHS target 80%			
KPI3	Quality of works	YES	CHS	
	Percentage of client inspections, which achieve a "pass" or "excellent" grade			Agreed programme of random joint site visits
	80%			Any fails to be rectified by following month - if not resolved then site fee withheld until resolved