



KPI Name TIME – To rectify defects within rectification period

Results Reporter(s) Service Manager

Purpose	The Contractors time taken to rectify all defects.
Definition	The Contractors time taken to rectify all defects in the rectification period after

Calculation		
	Criteria	Score
	0%	0
	1% - 79%	1
		2
	80% - 99%	3
		4
100%	5	
	5	



Performance 2.01 COST
Indicator

KPI Name COST – No. of inflated claims for variations

Results Reporter(s)

Construction Framework Agreement – Project X

Key Performance Indicators

Purpose



KPI Name QUALITY – No. of defects/snags at contract completion

Results Reporter(s)

Purpose

Quality outputs and outcomes (right first time)
Monitor quality of works as evaluated at Practical Completion.

Calculation

Criteria	Score	Achieved Score
Up to 3		



KPI Name QUALITY – Acting in a spirit of mutual trust and co-operation with Employer

Results Reporter(s)

Purpose

Effective delivery, strategic alignment of partners and win/win relationship.

Calculation

Criteria	Score	Achieved Score
0%		



University of Worcester

Performance Indicator 3.03 QUALITY

Construction Framework Agreement – Project X

Key Performance Indicators

KPI Name QUALITY – with product from Client

Results Reporter(s)

Purpose

Use surveys to assess whether project meet clients expectations and whether they are satisfied with the results.

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Construction Framework Agreement – Project X

Key Performance Indicators

KPI Name **BUSINESS PERFORMANCE – time taken to pay subcontractors**

Results Reporter(s)

Purpose

Contractor should pay undisputed invoices of small suppliers not more than 45 calendar days from the end of the calendar month, in accordance with the UK Prompt Payment Code.

Calculation

Criteria	Score	Achieved Score
0%	0	
0% - 50%	1	
51% - 75%	2	

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

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

Calculation			
	Criteria	Score	Achieved Score
	10+ Yellow or 1 Red	0	
	8+ Yellow	1	
	4+ Yellow	2	
	Up to 3 Yellow only	3	
	Up to 2 Yellow only	4	
Zero cards issued	5		



KPI Name SUSTAINABILITY – Waste reduced to landfill

Results Reporter(s)

Purpose Encourage sustainability and reduce waste to landfill.

Calculation

Criteria	Score	Achieved Score
0%		



Performance Indicator 7.01 SOCIAL VALUE

KPI Name SOCIAL VALUE – Positive Local Impact

Results Reporter(s)

Construction Framework Agreement – Project X

Key Performance Indicators

Purpose Ensuring d@urpt

