

COUNTRY:		MONTH:			BRITISH COUNCIL REP:			
SERVICE PROVIDER:		DATE KPI REVIEW UNDERTAKEN:			SERVICE PROVIDER REP:			
Ref:	Indicator:	Red	Amber	Green	Performance Check/Monitoring Method and Frequency	Score (2-0)	Contractors Comments/ Supporting Evidence	SBU Comments/ Supporting Evidence
		0	1	2				
<b>Compliance</b>								
KPI 1	Invoices are accurate & submitted in a timely manner	<95%	95-99%	100%	British Council SBU to ensure invoices are correct when received			
<b>Quality</b>								
KPI 2	Deliverables produced as per agreed Quality	<95%	95-99%	100%	No complaints received from British Council stakeholders			
<b>Price</b>								
KPI 3	Prices are aligned with rate card	<95%	95-99%	100%	British Council SBU to check against rate card			
<b>Service Response Times</b>								
KPI 4	Account Manager available as required by client, meets on a regular basis, and implements agreed action points on time	<95%	95-99%	100%	Meeting Minutes & KPI Scorecard to be used			
KPI 5	Timely response to quality / delivery issues and resolution to the problem	<95%	95-99%	100%	Within 24 hours of being notified			
KPI 6	Deliverables produced and delivered on time	<95%	95-99%	100%	Submitted as per agreement			

**INSTRUCTIONS** - Add KPIs as needed. Use the Scoring Matrix to determine the actual score against each KPI. Insert this figure into the score box. The box will colour appropriately.

**All KPIs will be completed quarterly by the British Council Representative and Service Provider Representative. Document to be forwarded as required.**