

OFFICIAL

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				
Compliance								
KPI 1	Invoices are accurate & submitted in a timely manner	<95%	95-99%	100%	British Council SBU to ensure invoices are correct when received			
Quality								
KPI 2	Legal advice is sound and within Philippine laws	<95%	95-99%	100%	No complaints from stakeholders			
Price								
KPI 3	Transparent pricing	<95%	95-99%	100%	British Council SBU to check against contract			
Service Response Times								
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 routine, ordinary, and simple legal queries	<95%	95-99%	100%	Within 3 business days			
KPI 6	Timely submission of quarterly report on retainer utilization	<95%	95-99%	100%	Within 14 days from end of the quarter			
KPI 7	Timely submission of Engagement Letter and deliverables	<95%	95-99%	100%	Engagement letter provided within 3 business days. Deliverables provided within the timelines set in the Engagement letter			

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.