

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	Deliverables produced as per agreed Quality	<95%	95-99%	100%	No complaints received from British Council stakeholders			
Price								
KPI 3	Prices are aligned with rate card	<95%	95-99%	100%	British Council SBU to check against rate card			
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 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.