**PP17146 – Treasury Management**

**Key Performance Indicators**

# Proposed Key Performance Indicators

## The Council is committed to continuous improvement and will utilise a suite of key performance indications (KPIs) to measure the progress of the Supplier over the duration of the contract. Performance against KPIs will be reviewed regularly by the parties, as set out in the Specification.

## The Supplier will be required to provide information to demonstrate progress against KPIs. Success by reference to KPIs will be achieved by all parties working together to identify efficiencies in both process and working methods.

## This will incorporate regular meetings of the Council and Supplier representatives to identify difficulties, review methods of working and improve process and efficiencies of working. A formal log must be kept of the positive decisions made and implemented.

**The Treasury Management Contract will be measured as follows:**

Response times to queries to be within 24 hours 90% of the time.