Subcontractor KPI Scorecard

	Date:					Contractor Score:	0.0%	
	Subcontractor Framework Supplier:							
KPI	Unacceptable	Poor	Adequate	Satisfactory	Good	Excellent	Score	Comments
	0	1	2	3	4	5		Please comment on any risk related issues
Communication & Reporting	No or minimal evidence of reporting. Reports not received on time, some outstanding (late) activities with no action or revised forecast dates. Issues and concerns not identified.		Timely and accurate project reporting. All outstanding (late) activities have been reforecast and programmes updated. Comments added to late events and risks. Regular review of key milestone dates. Ensures all documentation is distributed to the correct recipients.		Timely and accurate project reporting with solutions and actions identified. All outstanding (late) activities have been reforecast and programmes updated and communicated as required. Regular review of key milestone dates. Ensures all documentation is reviewed, updated and validated prior to distribution to correct recipients.		0	
Health, Safety & Environment	HSE not raised at meetings. No evidence of risk assessments or method statements being in place prior to start of works. No evidence of site inductions being completed or health and safety procedures being implemented. Evidence of limited communication on HSE subject matter.		HSE reviewed at design/progress meetings. Risk assessments and method statements in place prior to start of works. Site inductions completed as required. Regularly reviews HSE Reports and takes appropriate course of action as required. Actively engaged with Site Manager.		Detailed discussions on HSE encouraged at all design/progress meetings. Risk assessments and method statements in place, adhered to and regularly reviewed. Site inductions completed; full records in place and updates provided. Proactive style and culture to HSE management.		0	
Customer Care	No specific processes in place; staff not focused on customers, no visible evidence.		Recognisable systems in place, considered during works phases, not all staff have sufficient focus, visible evidence available, some feedback process used.		Focused on by all staff, importance flowed down management tiers to site level, all customers considered (full feedback sought from customers with lessons learnt workshops and KPI measurement.		0	
Site Standards & Quality Management	Site standards are not being delivered to required specification. Contractor is not actively involved in maintaining site standards. Quality Management and assurance systems are not evident. Inspections are not being carried out.		Ensures appropriate site standards achieved. Actively involved in maintaining site standards. Quality management and quality assurance systems in place and used to deliver project. Project team involved with regular inspections throughout project. Evidence that the provider focuses the project team on close out throughout project.		Consistently exceeding requirements for site standards. Evidence that quality management and assurance systems regularly reviewed, updated and used to deliver project. Ensures inspections carried out throughout project and team are focused on working towards zero defects at Practical Completion.		0	
Performance & Project Delivery	Work is frequently delivered to a poor standard. Project start and completion dates regularly missed. Low degree of confidence in the Contractor; some or significant cause for concern; poor performer.		Ensures work is routinely delivered to a satisfactory standard. Projects generally delivered on time, to budget with minimal defects. Satisfactory degree of confidence in the Contractor; meets minimum expectations and performs to an acceptable standard.		Consistently delivers work to a good or high quality standard. Projects always completed on time, within budget and with no defects. Good or high degree of confidence in the Contractor; exceeds expectations and performs well.		0	

Summary

(Please identify any additional relevant information)