

NEC4

Term Maintenance Contract

Scope S 600 Quality management

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S 600 Quality management

Quality Control and Quality Management

Quality control and quality management shall be in accordance with Series 100 of the Specification (Specification for Highways Works Cl. 104 Standards, Quality Management and Acceptance).

S 605 Quality Management System

Quality Measures

Key Performance Indicators

A baseline set of Key Performance Indicators (KPIs) is provided in Scope S 605. These KPIs will be subject to change and agreement with the *Contractor*. Within 3 months of contract award an agreed set of KPIs will be established.

Ref	Baseline Key Performance Indicators (KPIs)	Reporting Frequency
1.1	To measure the <i>Contractor's</i> Health and Safety performance against the <i>Contractor's</i> standards within the contract	Monthly
1.2	To monitor compliance with notifications and impact on the <i>Client's</i> Network Management Duty	Quarterly
1.3	To confirm compliance with the <i>Client's</i> policy for safety defect repair within time	Monthly
1.4	To confirm compliance with the <i>Client's</i> policy for emergency response to highway incidents	Monthly
1.5	To confirm compliance with the <i>Client's</i> Winter Service Policy for the salting network	Monthly
2.1	To monitor the quality of surface treatment and efficiency of delivery	Monthly
2.2	To monitor the completion of defects within the defect correction period	Quarterly
2.3	To monitor the accuracy and timeliness of inventory data and works delivery information input by the <i>Contractor</i> into the <i>Client's</i> Highway Integrated Management System, where needed	Monthly
2.4	To monitor provision of accurate works programmes	Quarterly
2.5	Unnecessary or unforeseen visits to the same section of road	Quarterly
2.6	Applications for payment of completed jobs by due date in contract	Monthly
2.7	To measure annual spend against budget	Annual
2.8	To monitor <i>Client</i> and <i>Contractor</i> audit results	Monthly

3.1	To monitor effectiveness of public information in terms of: Timeliness, Accuracy, Communication channel/method and Proactive public engagement	Monthly
4.1	To measure the success of the culture of the partnership	Annual
5.1	Use collaboration to eliminate all tasks that represent duplicated effort	Annual
5.2	Utilise digital technology to reduce number of highways works enquiries to the authorities call centre by 75%	Annual
5.3	Develop and deliver a clear plan to create social value for local communities	Annual
5.4	Assist authorities to develop areas of opportunity for commercialisation of the highways service	Annual
5.5	Reduction of safety defects by the end of contract	Annual
5.6	85% of supply chain spend to remain in the local economy	Annual
5.7	Delivering year on year cost savings using Systems thinking process improvements to drive waste from service provision	Annual
5.8	Undertake a joint contract affordability review every three years	Annual

Quality Assurance

Standards

The *Contractor* must operate a quality management system as required by clause 104 of the SHW Volume 1 and in accordance with Appendix 1/24 of the Specification.

A quality plan must be produced to meet the requirements of this service.

The *Contractor* is required to demonstrate through the quality plan that a quality management system complying with BS EN-ISO-9002 Series will be operated for this service.

S 610 Quality policy statement and quality plan

Quality Policy

The *Contractor* shall provide a quality policy statement within the period stated in the Contract Data and provide updates to the *Client* annually as a minimum.

Quality plan

The Contractor shall provide a Quality Plan in accordance with Series 100 of the Specification (Specification for Highways Works Cl. 104 Standards, Quality Management and Acceptance), in a timeframe as set out in Contract Data Part One.