

**Appendix 4 - Contract Management - Tab 2 - KPI**

<b>CATEGORY</b>	<b>Service Level Title</b>	<b>Target</b>	<b>Frequency of Activity/Monitoring</b>
<b>Quality</b>	Suitability of CV's achieved	90.0%	Monthly
<b>Quality</b>	End of assignment appraisals completed	90.0%	Monthly
	Satisfaction of work by candidates	95%%	Monthly
<b>Delivery</b>	Response times achieved	100.0%	Monthly
<b>Delivery</b>	Bookings filled	95%	Monthly
<b>Delivery</b>		100%	Monthly
<b>Delivery</b>	Agency worker(s) fully assessed as suitable to work before CVs are	100%	Monthly
<b>Delivery</b>	Off-contract requests to be resolved without the need to source workers	95%	Monthly
<b>Management</b>	Invoices to be sent from supplier correctly	100%	Monthly
<b>Management</b>	Management information provided within the agreed timescale	100%	Monthly
<b>Management</b>	Complaints resolution	95% of complaints resolved as per agreed action	Monthly
<b>Management</b>	Hiring managers satisfaction	90% of completed survey group	Once per year
<b>IT Systems</b>	Supplier's management systems availability	100%	Monthly
<b>IT Systems</b>	Back up systems data and recovery	100%	Monthly