

KPI	Name	Purpose	Definition	Method	Calculation	Period	Supplier Performance Expected
1	Client Satisfaction Surveys	To determine the overall level of client satisfaction with the service received from the Contractor	How satisfied the client was with the overall service	The contractor will provide a client satisfaction form, covering the services that have been completed in the properties. The response to the form received within the month are collected by the Contractor. Only the response to the specific question is considered for this KPI.	Calculations will be taken from the Facilities teams review for, the months performance.	Monthly	>95%
2	Contract Hours Completed	To determine if the Contractor has met all the requirements for the provision of services and electronic data records of cleaner hours worked to Trivallis (Data to be provided by the contractor)	Determines if the Contractor has as a minimum: Provided detailed electronic evidence of cleaner hours worked to Trivallis on time (weekly). The contractors staff will need to show they have worked all the contracted hours (clocking in/out).	Trivallis will assess on a monthly basis whether the contractor has met the criteria.	Yes / No	Monthly	100%
3	Contractor Audits	The contractor will audit their own cleaners work to ensure maintenance of standards	Audit reports to be submitted to Trivallis (monthly). Expected supplier performance is an audit result of above 95% Audits dates/times should be random.	Trivallis will assess monthly, whether the contractor has met the criteria.	Calculations will be taken from the Facilities teams review for, the months performance.	Monthly	>95%
4	Trivallis Inspection	To determine the ability of the Contractor to complete services correctly first time	Facilities team will periodically inspect the cleaners work, to ensure standards are maintained.	Services are inspected at completion by the Facilities Manager or the Facilities Team. Any Defects are reported to the contractor for their remediation. The format for feedback to be agreed by both parties. Any reports or complaints submitted by Trivallis will be collated by the supplier, and details of counter measures fed back to Trivallis. An escalation process with specific person will need to be provided.	Calculations will be taken from the Facilities teams review for, the months performance.	Monthly	>95%
5	Monthly Meetings	The contractor will arrange monthly meetings with the Facilities Manager/Facilities Team in Trivallis Head Office (Ty Pennant)	This will be to assess the performance in the past month and discuss any issues for the next month.	Meetings will be arranged by the contractor on the first Tuesday of every month via an outlook calendar invitation.	Yes/No	Monthly	100%
6	KPI Data	KPI data must be recorded and fed back on a monthly basis	The KPI data in this table, is to be collated, recorded and provided promptly to Trivallis the week following the previous months results.	A KPI report to be supplied by the contractor	Yes/No	Monthly	100%