

PERFORMANCE MEASUREMENT

**A Toolkit for Performance Measurement
-National Vehicle Recovery Manager-**

MONTHLY REPORTING PRO-FORMA

Version 1.0

Project Leader			
Supplier			
Approx. Tender Value		Award/Order Date	

CONTENTS	
1 – Product	
2 – Service	
3 – Right First Time	
4 – Cost	
5 – Time	
6 – Safety	
360-degree Supplier Feedback on HA Performance	

Project Type - Highways
National Vehicle Recovery Manager
Project Name:

Reporting Period [Enter month & year]			
From:		To:	

Supplier Representative and position	[Name]	
Project Manager		
HA Representative and position if not Project Manager	[Name]	

Supplier Performance Report
Restricted Commercial

Key Performance Indicators

Product		(0 –10)
Comments / Evidence:	Property Handling	
	Satisfaction – Case Management	
Overall Total		0



A
V
E
R
A
G
E

Supplier Performance Report
Restricted Commercial

Key Performance Indicators

Service		(0 –10)
Comments / Evidence:	Service Availability	
	Satisfactory Complaint Handling	
	Customer Satisfaction	
Overall Total	0	



 A
V
E
R
A
G
E

Supplier Performance Report
Restricted Commercial

Key Performance Indicators


Cost		(0 –10)
Comments / Evidence:	Receipt of Charges and Fees from NVRM	
	Overall Total	0

Supplier Performance Report
Restricted Commercial

Key Performance Indicators

Right First Time		(0 –10)
Comments / Evidence:	Escalation of Service Issues	
	Accuracy of KPI Reports	
Overall Total		0

A
V
E
R
A
G
E




Supplier Performance Report
Restricted Commercial

Key Performance Indicators

Time		(0-10)
Comments / Evidence:	Recovery Times	
	Telephone Response Times	
	Timeliness of Statutory Charge Collection	
	Supply Chain Payments	
	KPI Report Delivery	
Overall Total		0

A
V
E
R
A
G
E



Supplier Performance Report
Restricted Commercial

Key Performance Indicators

Safety		(0 –10)
Comments / Evidence:	Accident Report	
Overall Total		0

Supplier Performance Report
Restricted Commercial

Key Performance Indicators

360-Degree Feedback		(0-10)
Comments:	Sub-indicator	
	Clarity of goals/needs <ul style="list-style-type: none"> • Sense of purpose • Client communicates clear understanding of his requirements • Communicates expectations • Communicates business case 	
	Understanding Needs <ul style="list-style-type: none"> • Business acumen/understanding business • Knowledge and understanding of supplier culture • Understanding of what makes them money 	
	Staff Resources <ul style="list-style-type: none"> • Responsiveness to queries • Accessible client expertise • Availability to key staff 	
	Adaptability <ul style="list-style-type: none"> • Enables supplier to be efficient and effective 	

360-Degree Feedback (cont.)		(0-10)
Comments:	Sub-indicator	
	Teamwork <ul style="list-style-type: none"> • Close working relationships • Partnering and partnering team skills • Team working to manage Stakeholders • Risk sharing 	
	Sponsorship <ul style="list-style-type: none"> • Ability to manage expectations in the client organisation • Problem solving 	
	Payment <ul style="list-style-type: none"> • Prompt payment • Correct payment 	
	Overall Performance <ul style="list-style-type: none"> • General comments/any points not covered by above indicators 	