| Contract KPI development (template) |  |
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# Introduction

This template can be used to explain what Key Performance Indicators (KPIs) will be measured (and why), minimum performance requirements, frequency of measurement, responsibility for measurement. It can also be used to capture reporting on performance against the agreed KPIs.

## Overall summary

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **#** | **KPI name** | **KPI description** | **Frequency** | **Target** | **Measurement responsibility** | **Performance ratings** | **Weighting** | | **Score** |
| 1 |  |  |  |  |  | 0= Minimum requirements  1= Meets Minimum requirements  2= Exceeds minimum requirements  3= Meets stretch requirements  4 = Exceeds stretch requirements |  | |  |
| 2 |  |  |  |  |  |  |  | |  |
| 3 |  |  |  |  |  |  |  | |  |
| 4 |  |  |  |  |  |  |  | |  |
| 5 |  |  |  |  |  |  |  | |  |
| **Total** | | | | | | | | **100%** |  |

## Detailed description (complete for each KPI)

|  |  |
| --- | --- |
| **[KPI number] KPI name** | **(*EXAMPLE:*  On-time delivery)** |
| **Definition** *(what)* | **Definition** *(what)* |
|  | E.g. This indicator measures the percentage of all orders delivered by the requested delivery date, as indicated in the PO/contract during a defined period of time. |
| **Formula** *(how)* | **Formula** *(how)* |
|  | number of orders delivered by requested date  E.g.  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  total number of orders delivered **\***100 |
| **Purpose** *(why)* | **Purpose** *(why)* |
|  | E.g. Logistics managers can use this indicator to monitor supplier response time on shipments over a specified period of time. |
| **Measurement accountability** (who) | **Measurement accountability** (who) |
|  |  |
| **Data sources** (where) | **Data sources** (where) |
|  | * E.g. Procurement records * E.g. Receipt records * E.g. Customs records |
| **Data requirements** | **Data requirements** |
|  | * E.g. Delivery dates as indicated in POs/contracts * E.g. Number of orders delivered by requested date * E.g. Total number of orders delivered during specified time period |